

Business Continuity Policy

External edition for clients and contractors - aligned with ISO 22301:2019

1. Purpose and importance

The company is committed to maintaining service continuity during technical, operational, legal or emergency disruptions. The strategic objective is to preserve the availability of office, record-keeping and registration services essential to clients in Poland and across the European Union.

2. Scope

- Incoming and outgoing correspondence
- Document digitisation and archiving
- e-Delivery and ePUAP registration
- COK (Correspondence Service Centre)
- Operational registration and reporting

3. BCMS principles

- The business continuity management system follows ISO 22301:2019 and the PDCA cycle
- Operational objectives use RTO and RPO parameters
- Preparedness includes BCP plans, backup systems, emergency procedures and training
- Every continuity incident is recorded, analysed and followed by corrective action

4. Operational resilience

- Redundant IT and power systems, including backups, UPS and LTE/5G links
- Team training and substitution structures
- Fallback mechanisms for registration, scanning and dispatch
- Remote-work environments with VPN, offline access and backup equipment
- Continuous monitoring of COK and e-Delivery channels

5. Responsibilities

Management is accountable for BCMS effectiveness. Employees, contractors and technology partners must follow response procedures, RTO/RPO requirements and escalation paths.

6. Review

The policy is reviewed annually and after every material incident or organisational change.

Informational translation. In the event of any discrepancy, the Polish original prevails.