

Purpose

Softline Group of Companies (hereinafter referred to as Softline) is convinced that one of the most important conditions for sustainable business development is ensuring the fulfillment of all assumed obligations in the event of an emergency.

Softline is a supplier of a large number of goods and services in the IT market, therefore, in the event of an emergency, within the framework applicable to business continuity activities, it plans to maintain/establish the level of services provided in the short term.

This Policy declares compliance with the requirements of best practices for protecting an organization from business interruptions, reducing their likelihood and ensuring conditions for recovery.

The goal of the policy

Ensuring the development, implementation and review of a business continuity management system.

Introduction

The business continuity management system is aimed at preventing, identifying and eliminating the risks of business interruptions, as well as ensuring the conditions for restoring business operations if they occur.

The business continuity management system is one of the most important components of an organization, allowing it to avoid and prevent the risks of business interruptions, maintaining and increasing the recognition of Softline by consumers, Business Partners, and government officials (hereinafter referred to as Stakeholders), strengthening trust in Softline , and increasing loyalty.

Scope of application

This Policy applies to all employees, workers hired under fixed-term employment contracts, top managers, members of the Board of Directors of Softline (hereinafter referred to as Employees), as well as to all contractors, consultants, distributors, resellers and other representatives (hereinafter referred to as Business Partners) acting on behalf of Softline .

The policy was developed taking into account international and national methodologies and standards in the field of business continuity.

Business Continuity Objectives

The Softline business continuity system adheres to the following guidelines:

- Preventing, identifying and eliminating existing and future threats to Softline business .
- A proactive approach to minimise the impact of incidents.
- Ensuring effective response when business interruptions occur.
- Minimizing the duration and impact of downtime during incidents.

- Reducing the duration of the recovery period.
- Maintain customer and supplier loyalty by demonstrating business resilience, supported by a business continuity management system.

Process

The Plan-Do-Check-Act model is used in implementing business continuity processes . The key elements of this approach are:

1. Business Continuity Policy is a document that regulates work in the area of business continuity in Softline .
2. Risk assessment – identification, analysis and assessment of the impact of risks on Softline's business .
3. Business Impact Analysis is the analysis and assessment of the potential impact of incidents on work processes in Softline .
4. Crisis Management (Planning) – strategic planning to ensure business continuity Softline , including pre-developed principles of crisis management in the following scenarios: personnel unavailability, building/office unavailability, infrastructure unavailability, data unavailability and supplier unavailability.
5. A business continuity plan is a documented procedure or set of procedures for use in the event of a business interruption.
6. Recovery plan is the process of restoring and protecting infrastructure.
7. Incident management (planning) is an action plan to minimize the impact of incidents on personnel and business processes.
8. Crisis communications (planning) – previously established and documented priorities in communications and notification methods during incidents.
9. Testing and training – Softline conducts various training sessions for employees to prepare for incidents, and Softline also conducts regular testing using various scenarios.

Improving efficiency – Softline regularly reviews its business continuity procedures.

Responsibilities

Softline 's CEO and other senior managers, is responsible for ensuring that the business continuity system is adequately managed across all divisions, is effective and continuously improved.

Each senior manager and department head is responsible for ensuring that the business continuity system complies with best practices and is implemented and functioning in the departments within his or her area of responsibility.

Each Softline Employee has obligations to ensure business continuity in the area of their authority and the work they perform in accordance with their job description.

Main results of the implementation of the Policy

- Reducing the risk of business interruption.
- Maintain customer and supplier loyalty by demonstrating business resilience, supported by a business continuity management system.

Responsibility

All Employees are responsible for adhering to the requirements of this Policy and for complying with any other documents aimed at implementing it. Failure to comply with the requirements of this Policy will result in disciplinary action, including termination of employment.

Softline top managers .

**General Director of the Softline Group of Companies
Lavrov V. E.**