

## POLITIKA KONTINUITETA POSLOVANJA

**Trizma d.o.o. Beograd** je prva kompanija za pružanje usluga kontakt centra i biznis proces outsorsinga u Srbiji.

Menadžment Trizma d.o.o Beograd donosi ovu politiku, sa ciljem osiguranja kontinuiteta usluga kompanije, za slučajeve neplaniranih okolnosti.

### Osiguranje kontinuiteta usluga

Ova politika daje okvir za uspostavljanje ciljeva kontinuiteta usluga.

Kako bi osigurao poslovanje u skladu sa zahtevima standarda kontinuiteta prema ISO 22301:2019, Tim za kontinuitet poslovanja Trizma d.o.o. kontinuirano preispituje uticaje mogućih neplaniranih okolnosti na poslovanje, definiše mere za sprečavanje i oporavak u skladu sa ciljevima oporavka i osiguranja kontinuiteta usluga.

Za oporavak aktivnosti u periodu kraćem od maksimalnog prihvatljivog prekida, odgovarajuće mere prevencije i strategije za brzi oporavak će biti razvijene, primenjivane i održavane.

### Ciljevi kontinuiteta poslovanja

Ciljevi ove politike su da se:

- identifikuju i kontrolišu rizici procesa od kojih zavisi pružanje usluga, u cilju zaštite zaposlenih, usluga klijenata i reputacije firme
- obezbede postupci za osoblje da se smanji ili spreči izlaganje bezbednosnim rizicima
- obezbedi brzi oporavak aktivnosti kada dođe do njihovog prekida

## BUSINESS CONTINUITY POLICY

**Trizma d.o.o. Belgrade** is the first Company for providing Call Center Services and Outsourcing Business Process in Serbia.

The Management of Trizma d.o.o. Belgrade, adopts this Business Policy in order to protect all information necessary for providing business continuity in performing business activities of the Company, as well as in a case of unforeseen circumstances.

### Securing Information Confidentiality

This Policy presents guidelines for establishing goals for Business Continuity of Services.

In order to ensure Business process in accordance with the requirements of the Continuity Standard according to ISO 22301: 2019, the Business Continuity Team of Trizma d.o.o., continuously reviews the impacts of possible unplanned circumstances and operations, defines preventing and recovering measures in accordance with the relevant recovery objectives, as well as ensuring the Continuity of Services.

For the recovery of activities, in a period shorter than the maximum acceptable interruption, appropriate measures for preventing, as well as rapid recovery strategy, will be developed, implemented, and maintained.

### Business Continuity Goals

Goals of this Policy are, as follows:

- Identifying and controlling the processes risks upon which service provision depends, to protect employees, Customer Services, and the Company's reputation
- Providing procedures for personnel to reduce or prevent exposure to security risks
- Ensure a rapid recovery of all activities when they are interrupted

- štite i održavaju resursi koji se koriste za pružanje usluga
  - proverava da je plan kontinuiteta poslovanja (BCP) razvijen, da se sprovodi, redovno testira i ažurira
  - redovno preispituju i ažuriraju planirane strategije za kontinuitet kritičnih poslovnih procesa i usluga
  - omogućiti spremnost za reagovanje, brzi odgovor i oporavak aktivnosti prilikom katastrofa ili teških nepredviđenih događaja.
- Protecting and maintaining the resources used in providing of the Services
  - Controls if the Business Continuity Plan (BCP) is properly developed, implemented, and regularly tested and updated
  - Regularly reviewing and updating planned strategies for the Continuity of critical Business Processes and Services
  - Enabling reaction and daily readiness, quick response, and recovery of activities in case of disasters or severe unforeseen events.

Svest zaposlenih o njihovoj ulozi i odgovornostima u BCMS se razvijaju i unapređuju. Od svih rukovodilaca timova se zahteva da se ova politika, pripadajući planovi i procedure efektivno primenjuju u svim oblastima aktivnosti.

The employees' awareness on their role and responsibilities in BCMS is evolving and improving. All team leaders are required to effectively implement this Policy, as well as to monitor if associated Procedures and Plans are effectively applied in all areas of activity.

BCMS se kontinuirano unapređuje kroz zaštitu informacija, unapređenje infrastrukture, poslovnih procesa i svih resursa neophodnih za održavanje kontinuiteta i oporavak poslovanja.

BCMS is continuously improved through the protection of information, improvement of infrastructure, business processes and all resources necessary to maintain the business continuity and recovery.

Beogradu, 25.05.2021.

Marko Martinović, direktor