

BUSINESS CONTINUITY POLICY

(ISO 22301:2019)

Boss Yönetişim Hizmetleri A.Ş. commits to establishing, implementing, maintaining, and continuously improving a Business Continuity Management System (BCMS) in accordance with the ISO 22301 standard, in order to ensure service continuity; to sustain its critical activities within targeted timeframes in the event of disasters, crises, or disruptions; and to fulfill its commitments to its customers without interruption.

Our company adopts an integrated business continuity management approach aimed at being prepared for events that may affect our services, minimizing operational, financial, legal, and reputational adverse impacts, ensuring the continuity of critical operations, and safely returning to normal operational conditions after a disruption.

Accordingly, as **Boss Yönetişim Hizmetleri A.Ş.**;

- We prioritize human life and employee safety under all circumstances; and acknowledge that ensuring the safety of life is the primary objective in emergency situations.
- We identify risks that may affect service continuity, define critical activities and priorities in line with business impact analyses; and carry out the necessary planning and preparations to ensure the sustainability of these activities within targeted timeframes.
- We ensure that business continuity plans to be activated during disruptions and crises are implemented effectively, tested at regular intervals, validated through exercises, kept up to date, and improved based on the results.
- For successful business continuity management, we conduct information and awareness activities to ensure that our employees, suppliers, and business partners are aware of their duties, authorities, and responsibilities, and have the competence to effectively fulfill these responsibilities before, during, and after a disruption.
- Within the scope of business continuity processes, we define roles and responsibilities within the company; ensure that our employees contribute to identifying the causes of disruptions in the operational processes they are involved in, developing preventive measures, and activating business continuity plans effectively and at the right time, and expect them to assume this responsibility.

- We commit to full compliance with all applicable requirements, including legal requirements, customer requirements, and contractual obligations, in the execution of business continuity activities.
- We monitor, measure, and analyze BCMS performance; regularly evaluate the effectiveness of the system through management review and other monitoring mechanisms, and continuously improve it.

The senior management of **Boss Yönetişim Hizmetleri A.Ş.** ensures the provision of the necessary resources for the effective operation of the Business Continuity Management System, the establishment of objectives, and the adoption of this policy across the organization. This policy provides a framework for the establishment and review of BCMS objectives.

This policy is communicated to all employees, its understanding is ensured, and it is kept appropriately accessible to relevant parties.

SELİM TANKUT AKDAĞ

CEO

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