

Business Continuity Management Policy

Exprivia's management fully believes in the value and importance of Business Continuity and actively supports the implementation and development of the BCMS.

To this end, Exprivia's management:

- communicates to its employees that compliance with customer and related mandatory requirements must always come first;
- communicates the Business Continuity Policy, scope and goals to all staff so that the stated goals are achieved and the necessary resources made available;
- gives the various heads of corporate functions the necessary authority to perform the tasks assigned to them;
- ensures the widespread dissemination of updates and process developments to all staff;
- participates in internal Business Continuity tests (to assess the effectiveness and efficiency of the contact chain and measure the time to Crisis Declaration);
- sets up a competent organisational structure that handles the management and implementation of Business Continuity in the company;
- communicates the importance of meeting service requirements;
- ensures the provision of resources;
- ensures that departments prepare a business continuity plan following the BCMS guidelines, implementing the risk analysis and operational impact analysis processes;
- ensures that the powers and responsibilities for business continuity management are defined and kept up-to-date;
- participates in the Management Review.

Exprivia considers Business Continuity an essential factor in protecting its business processes and a factor of strategic value that can be easily transformed into a competitive advantage in domestic and international market positioning and in providing services.

It achieves excellence in service delivery and customer satisfaction by ensuring the efficiency and reliability of the services provided through the business process system, and by adopting Security and Business Continuity solutions and the ISO 27001 and ISO 22301 standards, developed in line with industry best practices.

By ensuring an adequate process system and level of information security, and in compliance with laws, regulations and requirements dictated by the Supervisory Bodies, it enables the company to respond appropriately to its customers' needs and market requirements and to achieve its corporate goals.

Management has also appointed a member of the management structure to whom it has assigned authority and responsibility to:

- ensure that the processes related to the Integrated Management System are defined, implemented, kept up-to-date and improved in compliance with ISO 9001, ISO 13485, ISO/IEC 20000-1, ISO/IEC 27001 and ISO 22301 and with management's established policies and goals;
- maintain relations with external bodies to certify the various components of the Integrated Management System;
- report to Management on the progress of the Integrated Management System including the need for any improvements.



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The strategic goals of the policy, which interact synergistically, are to:

- ensure that customer needs are defined and met to increase customer satisfaction and retention;
- increase employees' awareness of and involvement in the business goals and objectives, and their contribution to the organisation's continuous improvement (employee satisfaction);
- improve employees' professionalism and their ability to convey it effectively and efficiently;
- increase the business' competitive advantage effectively and efficiently by improving operating profits and market share;
- develop the ability to create value, by optimising both costs and resources, which increases the speed of market response.

To make the planning and achievement of these objectives systematic, and to make them transparent to our customers, management ensures its support, the commitment of all necessary financial and professional resources, and intends to provide tools and actions to facilitate the full adoption of the quality management system by all individuals in the organisation and incentivise the contribution of each individual for continuous improvement.

Molfetta, 22/04/2016

Chairman & CEO
Domenico Favuzzi