

INTRUM HELLAS REO SOLUTIONS S.A., a member of the Swedish **Intrum Group**, undertakes the support of recovering overdue receivables between companies. **INTRUM HELLAS REO SOLUTIONS S.A.** implements an Integrated Management System, within which it has identified the risks that may threaten the uninterrupted operation of its activities. It allocates all necessary resources for Business Continuity Management, in alignment with the international standard ISO 22301:2019, in order to:

- Ensure the continuity of critical operations in the event of an incident leading to unavailability or inaccessibility of the company's facilities.
- Be able to return to acceptable levels of operation in the shortest possible time.
- Minimize the impact that disruption incidents may have on the company's reliability and reputation in the eyes of its clients.

The implementation of the Business Continuity Procedures and Policy through the adherence to the relevant policy, procedures, and Business Continuity Plans aims to:

- Safeguard the health and safety of personnel.
- Establish systematic methods for planning and assessing the company's Business Continuity requirements.
- Define specific recovery strategies and develop actionable Business Continuity incident response plans.
- Ensure a minimum acceptable level of operation for critical activities in the event of a disruption.
- Evaluate and improve Business Continuity Plans through testing and exercises.
- Ensure that the implemented Integrated Management System is aligned with the company's strategic direction.

INTRUM HELLAS REO SOLUTIONS S.A. is committed to the continuous improvement of its Integrated Management System, as well as to the awareness and preparedness of all involved personnel, so they are equipped to effectively respond to incidents that may endanger the smooth execution of the company's critical operations.

The Managing Director

04/03/2025