DEPA Commercial S.M.S.A.

Athens, November 2023

BUSINESS CONTINUITY POLICY

Recognising the need to ensure the uninterrupted operation of business activities for the benefit of its customers, society at large and its other stakeholders, DEPA implements a Business Continuity Management System in accordance with ISO 22301:2019.

DEPA's Management Team is fully committed to complying with the requirements of the standard and acknowledges the importance of preparedness in risk management and the development of recovery plans in the event of crises. Furthermore, Management is committed to actively supporting initiatives for the training and awareness of personnel on matters relating to the recovery and continuity of business operations.

At DEPA, we aim to:

- Support continuous improvement: Through our commitment to the provision of resources and support, we encourage the ongoing improvement of the Business Continuity Management System. This includes the systematic collection of information on system performance in order to strengthen our processes.
- Manage risks: We systematically analyse potential risks and assess their business impact. We design and implement strategies to mitigate risks and enhance the organisation's resilience.
- Develop recovery plans: We define and develop clear recovery plans and procedures to be implemented during periods of crisis. These plans are designed to ensure the continuity of the Company's critical operations.
- Train and inform personnel: We train employees on recovery-related matters and implement awareness programmes regarding business continuity procedures and objectives.
- Evaluate and improve: We regularly assess our recovery plans and procedures to ensure their continuous improvement. We review and adapt our strategies in line with the Company's needs and changes in the operating environment.

Within this framework, the Company's Management is committed to compliance with applicable legal and regulatory requirements and undertakes to define and monitor business continuity objectives. At the same time, it seeks to minimise the impacts that disruptive incidents may cause, thereby contributing to the prevention or mitigation of adverse effects on the Company's operations.

These commitments form the cornerstone of DEPA's business continuity strategy implementation, which promotes proactive action and effective responsiveness to critical situations. Through the assignment of responsibilities and the provision of the necessary resources, DEPA is committed to ensuring the effective implementation and continuous improvement of the Business Continuity Management System.

Konstantinos D. Xifaras
Chief Executive Officer