

# Business Continuity Policy

23.06.2020



PwC Ltd implements a comprehensive Business Continuity Management System (BCMS) which has been developed following **key principles** deriving from the way we do business, our **Values** and **Code of Conduct**. Our BCMS continuously and proactively seeks to **improve the resilience** of our Firm and ensure that the right framework is in place so that in case of a disruptive incident, any potential impact is minimised and effectively managed.

**Priority is given to the safety of our people, the continuation of our business activities and client services and the protection of the PwC brand and reputation.**

Effective Business Continuity Management (BCM) enables the continuous delivery of our Assurance, Advisory, Tax and Legal Services, thus achieving our purpose: **“Build trust in society and solve important problems”**.

Our commitments listed below comprise the Business Continuity (BC) Policy (‘Policy’) of PwC Ltd and it’s applicable to all its activities. This Policy has been developed according to the requirements of the international standard ISO 22301 and is reviewed annually or when significant changes occur. It is communicated to all employees and is available as appropriate to all other interested parties.



## Our Commitments:

- Ensure **compliance** with all applicable legal, regulatory and other requirements to which the Firm subscribes
- Provide all **necessary resources** for the efficient implementation and continual improvement of the BCMS
- Assign **specific roles, responsibilities and authorities** within the Firm to ensure effective management, support and governance over the BCMS
- Establish, review, monitor and update **BC objectives** that are compatible with the Firm’s strategic priorities and business plan
- Actively build and embed a **BC culture** throughout the Firm, and across our supply chain through various awareness-raising activities
- Ensure that appropriate **communication channels and mechanisms** are in place so as to facilitate timely, accurate and structured internal and external communication
- Carry out **Business Impact Analysis (BIAs)** to understand our business processes, analyse each Business Unit’s activities, identify criticalities and the effects that a disruptive incident might have upon them
- Carry out **Risk Assessments** to systematically identify, analyse and evaluate the risk of disruptive incidents
- Implement appropriate **BC Strategies** and establish a competent **Incident Response Team (IRT)** to efficiently manage incidents and minimise their impacts
- Develop appropriate **BC Plans**, documenting responding and recovery procedures to ensure a timely and appropriate response and recovery to any incident
- Regularly carry out **exercises and tests** to assess and improve responding and recovery procedures
- Regularly evaluate the **performance and effectiveness** of the BCMS
- **Continually improve** the Firm’s BCMS

**I encourage all colleagues to be familiar with this Policy and adhere with the Firm’s Commitments.**

Evgenios C Evgeniou  
CEO, PwC Cyprus