



Business Continuity Policy

Deloitte Portugal

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Telmo Oliveira	06-05-2024	Revision of the responsibility of the document to stick to the title (COO) instead of the name Updating the document's branding

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1 Introduction

This document establishes Deloitte Portugal's Business Continuity Policy in the context of the Firm's Business Continuity Management System (BCMS).

2 Business Continuity Policy

Deloitte Portugal's objectives are to continuously improve its resilience and effectiveness of response and recovery in the face of potential business disruptions.

To achieve this goal and provide effective Business Continuity Management, resources have been allocated to ensure that the Firm develops and implements appropriate prevention, reaction and recovery models in alignment with business continuity objectives.

BCMS seeks to minimize the impact on people, services provided to customers and business operations, promoting, in time, the resilience, image and reputation of Deloitte Portugal.

Deloitte Portugal has established the following principles governing the BCMS:

- Business Continuity is an integral part of the Firm's strategy. It therefore relies on the commitment and support of its *Managing Partner* and Executive Council;
- Business Continuity requires understanding and commitment. The awareness of Business Continuity within the Firm promotes the development of an appropriate culture for prevention and recovery in the event of a disruptive incident;
- Business Continuity has to consider the interests of stakeholders. The legitimate interests of all stakeholders should always be taken into account in the business continuity decision-making process;
- The responsibilities within the scope of Business Continuity have to be defined and assumed. All stakeholders in the SGCN and the Firm must be informed of their responsibilities and consequences of their actions;
- The Business Impact Analysis (BIA) adequately identifies critical business processes as well as priority activities that require treatment and development of protection, response and recovery solutions, according to continuity objectives;
- The Disruptive Risks Assessment Methodology defines priorities and mitigation measures for Business Continuity. Proposals for risk treatment should be proportionate to the impact on the Firm's business;
- Business Continuity risks should be reported in the context of the Firm's risk management;
- Develop and implement business continuity plans and solutions that ensure timely response and recovery to any disruptive incident;
- Maintain communication, with the main service providers, to ensure the improvement of its Business Continuity capacity according to the requirements of the Firm;
- Permanently ensure the correct performance and updating of business continuity plans through an exercise and testing program, maintenance of the SGCN and independent review;
- Promote compliance with legal, sectoral or statutory requirements on business continuity;
- Promote compliance with ISO 22301:2019 requirements, which will be certified by an accredited body;
- Monitor the BCMS.

Business Continuity requires continuous improvement. The continuous improvement of the BCMS ensures that the Level of Business Continuity is at least at a level acceptable to stakeholders and to the Firm.

Deloitte Portugal's BCMS consists of this policy, plans and procedures and is designed to maintain, review and continuously improve the Firm's Business Continuity, based on an assessment of the impact on the business and the existing risk.

The BCMS as the following objectives:

- Ensure that all employees are aware of and comply with this Policy, and existing continuity plans and/or procedures;

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- Ensure the formalization and communication of responsibilities at the level of Business Continuity in the Firm;
- Promote continuous awareness of Business Continuity and carry out training programs to ensure that all employees understand how it is part of their functions and the responsibilities they have in the protection and recovery of business activities;
- Promote the inclusion of Business Continuity as an essential component of all aspects of business planning and operations;
- Ensure a continuous assessment of threats to Business Continuity, ensuring that they are identified and managed based on risk assessment and updating appropriate plans;
- Ensure adequate protection of the firm's information and communications systems infrastructure against threats to its continuity;
- Promote the effective and efficient reporting, recording, reporting and investigation of disruptive incidents to ensure the minimization of the impacts of such incidents on the Firm;
- Ensure the implementation and testing of Business Continuity plans that ensure the continuity of operations, minimizing the impact in the event of a disruptive incident;
- Ensure the availability of the necessary resources to ensure the effective maintenance and continuous improvement of the BCMS; and
- Promote the continuous review of continuity mechanisms and processes to ensure that they are effective, relevant and appropriate to the firm's needs.

3 Responsibilities

In the context of the BCMS, Deloitte Portugal's highest body is its Executive Council, which will be responsible for:

- Ensure that the BCMS is part of and integrated with the Firm's processes and the global management structure;
- Approve the functions, responsibilities and authorities for Business Continuity; and
- Formally appoint a BCM (*Business Continuity Manager*), which will be the privileged interlocutor with the other structures of the organization, in the management activities of the BCMS.

All those responsible for the business and support areas should be aware of the need for the business and support processes to comply with the Firm's Business Continuity Policy, and of the obligation to implement, in their areas, the initiatives that prove necessary.

All employees, as well as third parties who, in any way, may interact with processes and critical activities of Deloitte Portugal, are obliged to comply with and enforce this Business Continuity policy, and should promptly report to PT Security any disruptive incident, that is, any event that may cause, or that has caused, a disruption of normal business activities.

4 Glossary

- BCMS - Business Continuity Management System
- BCM - Business Continuity Manager
- BIA - Business Impact Analysis

5 Documented reference information

- Standard BS EN ISO 22301:2019, §4.1, §5.1, §5.2, §8.6 and §9.1.1

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