



Business Continuity Policy

BackOffice Outsourcing Sp. z o.o.
External version for clients and contractors
(compliant with ISO 22301:2019)

1. Purpose and meaning of the policy

BackOffice Outsourcing Sp. z o.o. is committed to ensuring the continuity of its services - regardless of emergency situations, technical, operational or legal disruptions. Our strategic objective is to maintain the full availability of our back office, record-keeping and registry services, which are of key importance for the operation of our clients in Poland and the European Union.

2 Scope

The policy applies to all processes provided by BackOffice Outsourcing Sp. z o.o., in particular:

- handling incoming and outgoing correspondence,
- digitisation and archiving of documents,
- e-Delivery and ePUAP registration,
- the COK (Correspondence Handling Centre) system,
- recording and operational reporting.

The policy applies throughout the European Union, taking into account local legal, technological and organisational differences.

Main features of the BCMS

- The business continuity management system (BCMS) implemented in our company is compliant with ISO 22301:2019 and includes a full PDCA (Plan-Do-Check-Act) cycle.
- Operational targets are based on RTO (maximum allowable downtime) and RPO (allowable data loss).
- The organisation ensures incident response preparedness through BCP plans, back-up systems, emergency procedures and training.
- Every incident affecting business continuity is recorded, analysed and leads to corrective action.

4 Operational security

To guarantee continuity of service, the company provides:

- redundant IT and power systems (backups, UPS, LTE/5G connections),
- team training and substitution structures,
- fallback mechanisms for each process (registration, scanning, dispatch),
- remote working environments (VPN, offline access, back-up equipment),
- continuous monitoring of the COK system and e-Guidance channels.

5. responsibilities and commitment

- The company's management takes full responsibility for the effectiveness of the BCMS.
- It is the responsibility of each employee and subcontractor to familiarise themselves with the response and emergency procedures.
- Technology partners operate in accordance with our RTO/RPO requirements and escalation procedures.

6. Availability and timeliness of the policy

The policy is reviewed annually and updated whenever there is an incident or organisational change.

Its external version is publicly available to clients and customers at:

<https://backofficeoutsourcing.es//en/files/>