



BUSINESS CONTINUITY POLICY

Ella Resorts is operating in the provision of hotel services. Our vision is the long-term course of the company and its establishment as the leading company in the tourism industry, while maintaining the values for sustainable development within society.

Ella Resorts mission is the continuous improvement in all areas of activity, the provision of high quality products and services, the satisfaction of its customers and the reward of all those involved in its business activity.

The overall operation of Ella Resorts is governed by the principles set out in the Business Continuity Management System, which is based on the requirements and specifications set by the international standard ISO 22301: 2012. The main objectives of the Business Continuity Management System are:

- The clear definition of customer requirements and the provision of the necessary resources for their effective service and satisfaction.
- The documented search for causes of problems and weaknesses, in order to determine and implement the necessary corrective actions, in order to avoid their recurrence.
- Risk Assessment and effectiveness control.
- Compliance with the legislation and regulatory requirements governing the company's activity and systematic compliance control.
- The continuous improvement of the provided products and services, as well as the overall operation of the Business Continuity Management System.
- Ensuring the adequacy of employees, through their continuous training.
- Establish clear and measurable goals and evaluate the performance of the company, with the aim of continuous improvement in the preparedness to deal with unexpected events and the uninterrupted provision of its services.
- The availability of Risk Appetite through immediate response to the requirements and expectations of the client with the completion of the project on a tight time schedule.

This Policy has been communicated to all employees and associates and is available to all interested parties. It is reviewed and updated in an annual basis during Top Management Review.

All of us, management and employees, are COMMITTED to the above, in order to ensure that the name of Ella Resorts will continue to be synonymous with high quality products and services.

v.1 / 02.03.2022

The Managing Director

A handwritten signature in blue ink, consisting of several loops and strokes, positioned below the text "The Managing Director".