

Business Continuity Statement

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Our commitment to Resilience

At IMPAG group, we recognize the importance of maintaining continuous business operations under all circumstances. We are committed to protecting our employees, stakeholders, and the services we provide to our clients.

Our management system is designed to minimize the impact of disruptions and ensure a swift recovery.

Key Principles

Preparedness

We proactively identify potential risks and implement measures to mitigate them.

Response

In the event of a disruption, we have plans in place to manage and contain the impact.

Recovery

We prioritize the restoration of critical functions to resume normal operations as quickly as possible.

Communication

We maintain clear and effective communication channels to keep our employees and stakeholders informed during a crisis.

As a distributor, IMPAG group identifies its highest risk as the IT Service and has implemented a risk assessment with a data recovery plan as well as regular testing and training.

In case of any disturbance, IMPAG group will be mainly affected, if not we will make sure to communicate directly to our stakeholders.

Continuous Improvement

We are dedicated to the ongoing improvement of our System. We regularly review and update our management policies and procedures to adapt to new threats and changes in our business environment. We also mail this statement to customers upon request.

Endorsement

This statement is endorsed by our top leadership and is fundamental to our organizational culture. We are dedicated to ensuring the safety and satisfaction of our stakeholders.

Zurich, 24.06.2024



Dr. Reto Hess
COO
Member of the
Executive Board



Matthias Zoss
Head of IT IMPAG Group