



Our ref: CEOKR150300

24 March 2020

Cyta's Business Continuity Statement

Cyta's Business Continuity Management System is developed according to ISO 22301 Standards, in order to provide reasonable assurance for business continuity in the event of loss of assets, or disruptions to normal operations and services. Cyta has a Crisis Management Directive in place and is a Corporate Partner of the Business Continuity Institute.

The existing Business Continuity Plans (BCP) cover all business operations and services of Cyta. Each BCP is developed by identifying all critical assets, assessing all relevant risks and documenting the necessary mitigating actions in order to re-establish essential business operations. BCPs include off-site recovery environments, work-area displacement agreements and/or work-from-home arrangements. All BCPs are regularly tested and updated.

I would like to reassure all our customers and partners, that in order to manage the current emergency, we have activated our BCPs as well as our Crisis Management Directive. A Crisis Management Team has been promptly established in order to manage all emergency situations by taking all necessary actions. Furthermore, in order to safeguard our employees and customers, we have implemented an extensive home teleworking plan, together with a plan to disperse our technical teams and support. Our efforts are focused on quick recovery from all types of faults, maintaining our reliable customer service and assuring the quality of our services to all our customers.

We constantly monitor all Government directives and guidance in order to promptly comply with all necessary measures. While no plan can ensure uninterrupted service, Cyta is positioned well to continue to provide a high-level of customer service during these difficult circumstances.

A handwritten signature in blue ink, appearing to read "A. Neocleous".

Andreas Neocleous
Chief Executive Officer

