

## POL-04 : Business Continuity Policy Statement

Telehouse International Corporation of Europe will maintain an effective documented Security & Resilience Business Continuity Management System, based on the requirements of the ISO 22301 standard, to meet requirements and needs of our customers.

The business will take all reasonable steps to ensure that in the event of a service interruption the Core and Supplementary services provided by Telehouse will be maintained and restored to normal as soon as possible. To ensure this, it is our policy to have in place robust business continuity and service recovery plans that are regularly reviewed and tested and key staff appropriately trained.

Telehouse's priorities to a significant disruption (whether actual or impending) will always be to...

1. ensure the safety and welfare of our personnel, Customers and Visitors.
2. endeavour to meet our obligations under the terms and conditions of our service contracts.
3. minimise negative exposure to our normal financial and reputational position.
4. facilitate a return to normal operations as soon as practicable.

To support this policy Telehouse Europe will...

1. establish business continuity objectives in line with the Business Continuity Strategy.
2. regard business continuity as a key corporate activity and maintain a comprehensive business continuity programme to implement and manage risks.
3. identify the critical business activities of Telehouse Europe through business impact analysis on the events that could cause significant business disruption.
4. implement an appropriate business continuity strategy that meets the needs of Telehouse Europe.
5. regularly test business continuity plans to ensure that they...
  - a. maintain or rapidly recover critical activities.
  - b. maintain the availability of key resources to support critical activities.
  - c. prevent or limit the disruption to employees and clients.
6. define the responsibilities of roles involved in business continuity activities and provide training to ensure that these responsibilities can be carried out successfully.
7. provide training to raise employee awareness of business continuity.
8. regularly review the business continuity activities, policies, plans, tests, and responsibilities to ensure that the business continuity strategy remains appropriate to its needs and allows for continuous improvement.

<b>Date of Issue:</b>  31 <sup>st</sup> August 2024	<b>Approved:</b>  <i>on behalf of</i>  <b>Telehouse International Corporation of Europe Limited</b>
<b>Date of Next Review:</b>  <u>August 2025</u>  <i>No later than date shown. Or as required, subject to operational amendments</i>	<b><i>It is the responsibility of ALL members of staff to abide by this policy.</i></b>  <i>Non-adherence to this Policy may lead to action under TIE's disciplinary process.</i>