

BUSINESS POLICY

CONTINUITY

MANAGEMENT

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Policy approved by the Board of Director of Lorca Telecom, S.A. at its meeting of September 29th, 2022.

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INDEX

- 1. OBJECTIVE..... 3
- 2. SCOPE..... 3
- 3. DEFINITIONS..... 4
- 4. FLOWCHART..... 4
- 5. RESPONSIBILITIES..... 4
- 6. RECORDS..... 4
- 7. REFERENCES..... 4
- 8. VERSION LOG..... 5

1. OBJECT

Business Continuity is an important part of the business operations of MASMOVIL Group and its culture of resilience. The implementation of this policy is critical to address strategic, operational, contractual, legal, regulatory, and customer requirements.

The purpose of this policy is to establish a framework appropriate to the nature of MASMOVIL Group that has a direct impact on the operating environment, dependencies and culture of the Organization, and with which it is possible to identify, develop, implement, operate, maintain, review, and test the necessary measures to ensure the proper functioning of the Business Continuity Plans established in the event of a disruptive incident.

Business continuity management at MASMOVIL Group aims to address the following objectives:

- **Objective 1:** Assume compliance with the applicable regulatory and legal framework in force as a cornerstone of management.
- **Objective 2:** Take measures to protect the security and safety of employees upon the occurrence of a disruptive incident.
- **Objective 3:** Assign the necessary roles and responsibilities in the sphere of business continuity.
- **Objective 4:** Provide services to customers within previously agreed quality parameters, while ensuring a return to normality for all activities, with the least possible impact on stakeholders.
- **Objective 5:** Define controls, strategies, incident response and recovery plans appropriate to the disruptive scenarios envisaged by the organization in order to maintain the operability of the buildings, availability of the information and the systems that collect, process, store, and transmit it, as well as the network.
- **Objective 6:** Train, raise awareness and motivate staff on the importance of complying with Business Continuity requirements.
- **Objective 7:** Drive for continuous improvement, as a primary mechanism for the evolution and adaptation of the organization.

2. SCOPE

This policy applies to:

- Business continuity staff in each of the business units and geographical areas.
- The organization's employees (internal and external).
- Suppliers of services or products that affect the organization's supply chain.

3. DEFINITIONS

- **Business Continuity Management System (BCMS):** A set of interrelated organizational elements to establish policies, objectives, and processes to respond to and recover from disruptive incidents within time frames appropriate to the organization.
- **Business Continuity Plan (BCP):** Documented information that guides an organization on how to respond to a disruption and to resume, recover, and restore the delivery of products and services in a manner consistent with business continuity objectives.

4. FLOWCHART

Not applicable

5. RESPONSIBILITIES

The roles and responsibilities applicable to the BCMS are described in the document: PR-BCP-02 Roles and responsibilities for business continuity.

6. RECORDS

Not applicable.

7. REFERENCES

- [ISO 22301:2019](#)
- PR-BCP-02 Roles and responsibilities for business continuity

8. VERSION LOG

Current version	1.0		
Change history	Date	Version	Modifications
	29/09/2022	1.0	<ul style="list-style-type: none"> Initial version of the Continuity Policy at MASMOVIL Group level.