



BUSINESS CONTINUITY POLICY

TGS

[Categoría]

SIGNATURE CONTROL

Version	Written by	Reviewed by	Approved by
1.0	Certificaciones	Maria Baeza Gerente de Certificaciones	Gustavo Carvalho Dirección Operations & Technology
2.0	Certificaciones	Paloma Molina Gerente Calidad, Certificaciones y Seguridad Interna	Jose Ignacio Perez Alonso Dirección de "Digitalization & Customer Experience"
2.1	Certificaciones	Paloma Molina Gerente Calidad, Certificaciones y Seguridad Interna	Jose Ignacio Perez Alonso Dirección de "Digitalization & Customer Experience"
2.2	Certificaciones	Paloma Molina Gerente Calidad, Certificaciones y Seguridad Interna	Jose Ignacio Perez Alonso Dirección de "Digitalization & Customer Experience"
2.3	Certificaciones	Paloma Molina Gerente Calidad, Certificaciones y Seguridad Interna	Jose Ignacio Perez Alonso Dirección de "Digitalization & Customer Experience"

CHANGES CONTROL

Versión	Date	Modifications	Description of the change
1.0	22/01/2019	N/A	First edition
2.0	16/10/2021	N/A	Format and roles
2.1	22/02/2023	N/A	Format and roles
2.2	26/07/2023	N/A	Format and specifications
2.3	05/03/2024	N/A	Revisión anual

Índice

1. Objective	5
2. Scope	5
3. SPECIFICATIONS	6
3.1 General principles	6
3.2 Organization and responsibilities.....	7
3.3 Business continuity objectives.....	7
3.4 Audit.....	7
3.5 Continuous improvement.....	7
3.6 Document confidentiality	8

1. Objective

Telefónica Global Solutions (TGS S.L.U.) considers their business as a fundamental asset for the services offered to their customers and their management and operation, even when a disruptive event occurs. According to this, Telefónica Global Solutions (TGS S.L.U.) promotes the establishment of a Business Continuity Management System (BCMS), based on the international standard ISO 22301.

This document aims to describe the Business Continuity Policy of Telefónica Global Solutions (TGS S.L.U.), as well as the establishment of the main principles to guarantee the continuity of the business, and the improvement of processes related to the availability of services and critical business processes and services.

2. Scope

This policy applies to all those employees, collaborators or suppliers involved in the management and/or provision of business and/or services of the organization.

The principles identified in this document must be interpreted at all times, aligned with the rules and laws of application, so that in case of discrepancy prevails all legislative standards and this policy shall be updated accordingly.

This policy shall be reviewed at least annually or when necessary to be aligned with the global business requirements of the organization.

3. SPECIFICATIONS

3.1 General principles

The Business Continuity Policy points out a set of principles by which all services under the scope of the certification are managed and their related risks. These principles are:

- Telefónica Global Solutions ensures the protection and safety of people as the main premise, both in normal and when a crisis or critical event happens.
- Telefónica Global Solutions shows their commitment throughout the active collaboration within the plan, implementation, exercising, maintenance, and review of the Business Continuity plans, and the appointment of roles and responsibilities.
- Telefónica Global Solutions will ensure the necessary resources for the proper management of TGS Business Continuity Plans.
- Telefónica Global Solutions is responsible for the risk management, to identify, assess and minimise business continuity risk, and ensure the availability and continuity of the company's most critical processes and services.
- Telefónica Global Solutions guarantees the proper functioning and improvement of the Business Continuity Management System (BCMS), adapting it annually or when significant changes occur, taking into account all the business and product lines, suppliers and critical services or processes.
- Telefónica Global Solutions ensures the effective and coordinated recovery of critical services, processes and activities identified in their Business Impact Analysis (BIAs). Moreover, with the implementation of Business Continuity Plans, the organization guarantees that all services, processes and activities affected by a disruptive event can be managed at a minimum acceptable level within the specified timeframes.
- Telefónica Global Solutions supports an adequate restoration of services, processes, activities, and functions after the Business Continuity Plan is invoked.
- Telefónica Global Solutions guarantees a proper communication, both in internally and externally by sending notifications to all interested parties.
- Telefónica Global Solutions, focusing on security and reliability of the services provided to their customers, manages, and monitor also the continuity and availability of services and products provided by suppliers and subcontractors.
- Telefónica Global Solutions guarantees the appropriate levels of training within the framework of business continuity, throughout regular trainings, awareness sessions, publications and testing of scenarios.
- Telefónica Global Solutions guarantees compliance with current legislation and commitments of the company in contingency scenarios that might result in exceptional actions.
- Telefónica Global Solutions takes advantage of the synergies generated in the development and implementation of the Business Continuity plans of the Telefónica Group.

Top management guarantees the implementation and sponsorship of business continuity within the organization.

3.2 Organization and responsibilities

The Business Continuity Committee is responsible for the coordination, preparation, implementation, review and maintenance (continuous improvement) of the Business Continuity Plan.

From this Committee, the implementation of the Business Continuity Policy is enhanced through standards, guidelines and procedures.

In addition, Telefónica Global Solutions' personnel assumes and complies with the established Business Continuity Policy. On the other hand, they have the obligation to communicate immediately, and according to the established procedure, the incidents and weaknesses that could affect the availability and continuity of services and systems.

3.3 Business continuity objectives

In case of contingency, Telefónica Global Solutions general objective is to ensure the adequate and coordinated response to the event in a timely manner, recover from the disruption and managed the impact caused, enabling the availability and continuity of the most critical services for customers from the Service Management Centre (SMC).

For this purpose, the Business Continuity Management System (BCMS) establishes actions that support this objective and add value, both to the services provided to customers and to the internal critical processes.

Those objectives shall be reviewed at least annually to ensure its alignment with the organizational and business objectives.

3.4 Audit

The Business Continuity Management System (BCMS) is subject to evaluation through Internal Audit processes to ensure compliance with the regulations and laws in force that are applicable, as well as compliance with the tasks and activities described in the system itself.

Said audits shall be carried out, in any case, by independent teams that have the required qualification, to guarantee the independence of the process.

The results of the internal audits are communicated to Top Management and to the affected areas. Following this communication and based on the results obtained, an Action Plan is established to resolve the deficiencies detected.

3.5 Continuous improvement

Telefónica Global Solutions applies the "PDCA" model (Plan-Do-Check-Act) to plan, establish, implement, operate, supervise, review, maintain, and continuously improve the effectiveness of its Business Continuity Management System (BCMS). The model is based on feedback received from the different stakeholders that allows continuous improvement:

- **Planning (Plan):** Establish the Business Continuity Policy, objectives, goals, controls, processes and procedures required to improve business continuity and obtain consistent results with the policies and general objectives of the business organization.
- **Development (Do):** Implement and operate the policy, controls, processes and business continuity procedures.

- **Control (Check):** Supervise and review the performance according to the objectives and business continuity policy, report the results to the organization's management for review, and determine and authorize the measures for its correction and improvement.
- **Action (Act):** Maintain and improve the Business Continuity Management System (BCMS) by applying corrective measures, based on the results of the review by the organization's management and re-evaluating the link and the business continuity policy and objectives.

For compliance with the PDCA model, policies, plans, procedures and other documentation required to meet the specifications of ISO 22301 are expanded and improved.

3.6 Document confidentiality

This document is property of Telefónica Global Solutions, is confidential and may not be subject to total or partial reproduction, computer processing or transmission in any way or by any means, whether electronic, mechanical, photocopying, registration or any other.

Likewise, it may not be the subject of a loan, rental or any form of assignment of use without the prior written permission of Telefónica Global Solutions. Failure to comply with the limitations indicated by any person who has access to the documentation will be prosecuted in accordance with the law.

DocuSigned by:
JOSE IGNACIO PEREZ
754D73BDC63147D...

JOSE IGNACIO PEREZ

3/21/2024

DocuSigned by:
Paloma Molina
C69A893189CD468...

Paloma Molina

4/5/2024