

# Business Continuity Management Policy



This statement sets out Telent's strategic commitment to Business Continuity Management covering all aspects of our business activities.

**Telent is a leading technology company and specialist in the design, build, support and management of the UK's critical digital infrastructure. We enable our customers to create, improve and operate the ICT and networks that their businesses and operations depend on. Our customers are many of the UK's and Ireland's best-known organisations, with a strong focus on mission critical communications and technology for transport, emergency services, network providers and the public sector.**

## Commitment

Business continuity is treated as a business-critical issue.

Telent will ensure that appropriate levels of business continuity and resilience are in place throughout the Telent UK and Ireland business to safeguard the interests of Telent, our key stakeholders and customers, our operational effectiveness and the delivery of our key products and services.

Cost effective pre-planned responses and processes are developed and maintained to manage and mitigate adverse circumstances that could interfere with normal business operations, in accordance with the requirements of ISO22301:2019, ISO/IEC20000-1:2018 and ISO27001:2013.

## Business Continuity Objectives

- All business-critical functions and systems are identified; and resilience requirements designed into their operation and specification to ensure ongoing operational effectiveness.
- All customer service critical functions and assets are identified; and resilience requirements designed into their operation and maintenance to ensure uninterrupted delivery.
- Effective testing arrangements are maintained, appropriately scoped for the business area delivering the service to our customer to ensure rapid response to incidents and business disruption.
- Those providing relevant critical customer services or support to our business-critical functions are fully aware of the importance of their roles and responsibilities for the provision of business continuity.
- Critical suppliers and contractors are fully engaged to ensure end to end management of the actions to be taken in a business continuity event.

## Governance


Detailed procedures and contract specific instructions are published separately and updated in response to changes in the requirements (ISO22301:2019, ISO/IEC20000-1:2018 and ISO27001:2013), Telent working practices or customer requirements.

The Chief Executive Officer, supported by the Telent Senior Management Team, has overall responsibility to ensure that this policy is implemented and delivered across the business and the Telent supply chain. The BU Managing Directors and their Senior Managers are responsible for ensuring effective implementation within their business units through:

- The regular review and consideration of customer and contract requirements and the update of business impact analysis as necessary and following any significant change.
- The maintenance of appropriate, clear emergency preparedness and business continuity plans
- The training and instruction of those responsible for delivery in their roles in relation to business incident response and maintaining business continuity in line with agreed plans

This policy and our objectives are communicated to all employees and contractors and is subject to review at least annually or in response to operational changes.

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**Joanne Gretton**  
Chief Executive Officer