

EUSKALTEL GROUP - BUSINESS CONTINUITY POLICY

The Business Continuity Policy is the reference framework intended to facilitate the definition, management, administration and implementation of the necessary risk management mechanisms and procedures to achieve the level of continuity that is appropriate for the critical nature of the company's physical and information assets.

The Euskaltel Group has established the following business continuity principles and criteria:

- To make compliance with the applicable prevailing regulatory and legal framework the cornerstone of its policy.
- To provide services to its clients within previously agreed quality parameters, ensuring the return to normality of all activities and causing the least possible disruption to stakeholders.
- To safeguard the reputation and image of all of the Group's brands.
- To train and raise awareness among its employees and suppliers in relation to risk management and business continuity as the basis for effective compliance with the rules and procedures, as risk management is an activity that is everybody's responsibility and every person must carry out their activities ensuring appropriate protection of the company's assets; understanding, assuming and applying the business continuity rules and procedures that have been defined.
- To maintain the operational status of buildings, information availability, and the systems that collate, process, store and transmit this information, as well as of the network. This is essential to ensure business continuity and our risk management plans, rules, procedures and mechanisms must ensure crises are prevented, managed and that we recover when faced with disasters.
- To treat continuity as part of our normal operations, being aware and applying it in all processes to minimise the impacts, interruptions and any inefficiencies that may affect the provision of the services offered by the Euskaltel Group to its clients.
- To regularly analyse compliance with this policy and the working methods that implement it, striving for continuous improvement while minimising corporate risks at all times.

This policy applies to all our activities, products and services, across all our work centres. It is disseminated throughout the organisation and made available to our stakeholders, whether clients, shareholders, suppliers or the general public, and is regularly reviewed to ensure that it is relevant to the Euskaltel Group at all times.



Mr José Miguel García Fernández
CEO