

## Business Continuity Policy

The objective of this policy is to provide direction and support and to ensure that Cornerstone has a feasible, practical, cost-effective and tested Business Continuity Management and Incident Response Framework in place which ensures that:

- Every business area has considered all key threats on an annual basis as a minimum or where there is a significant change in Cornerstone's processes, location or services which have the potential to disrupt the smooth running of the business and ensure that, where economically appropriate, systems and processes are sufficiently robust and resilient to withstand these threats
- Incidents impacting normal business operations are identified, escalated, communicated and managed effectively

Cornerstone is committed to:

- **Safeguarding people:** To ensure the safety of all Cornerstone colleagues, contractors and relevant third parties are in line with company policies
- **Protecting our Brand and reputation:** To create a resilient business with a great reputation which customers can trust for their communications needs so that we become their provider of choice
- **Focusing on strategic direction:** To establish the long term viability of Cornerstone by proactively identifying possible threats to our activities and ensuring continuity planning is implemented
- **Managing our financial position:** To minimise the cost of any disruption to Cornerstone by ensuring that, following an incident or crisis, we return to business as usual as quickly as possible
- **Protecting our commercial and cultural views:** To ensure Cornerstone's business continuity activities are aligned to the commercial and business objectives and are an integral part of Cornerstone's structure and culture.
- **Maintaining our legal position:** Satisfying applicable requirements (legal and other) relating to business continuity

Cornerstone will meet its business continuity commitments by:

- Ensuring that the business continuity policy is communicated and understood throughout the organisation
- Establishing the behaviours and values that frame our goals for ensuring the protection of the delivery of our services during a significant disruption
- Requiring our contractors and other relevant parties to demonstrate a strong commitment to business continuity
- Providing the necessary training to our employees and others, including temporary employees to ensure their competence with respect to business continuity matters
- Ensuring that measurable business continuity objectives are established and reviewed
- In addition to this, we will:
  - Provide sufficient physical and financial resources and technical expertise
  - Establish systems to determine the qualities of contractors and suppliers ensuring that they share our business continuity standards and values
  - Monitor and review the competences and areas of performance of our contractors and suppliers with respect to business continuity
  - Ensure that employees and contractors are made aware of the importance of meeting business continuity statutory and regulatory requirements

We are committed to the continual development of our people and the continual improvement of our Business Continuity Management system operating in accordance with ISO 22301:2019 Standard. We will review this policy regularly for continuing suitability, and communicate it to all persons affected by our activities, and interested parties. This policy is available to relevant interested external parties, as appropriate.

Pat Coxen  
CEO

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