

# Europe Business Continuity Sub-Master Policy

## Policy Statement

This Policy aims to follow the policy elements from ISO 22301: Business Continuity Management Systems.

The corporate vision of the Fujitsu group is to contribute to the creation of a networked society that is rewarding and secure, and to realize Our Purpose to “make the world more sustainable by building trust in society through innovation”. The Fujitsu Group is committed to value creation in two business domains: “For Growth,” which contributes to the transformation and growth of customers’ businesses, and “For Stability,” which contributes to improving operation of customers’ IT infrastructure and supports customers’ stable business operations. Among the threats to this vision and these values is the occurrence of unplanned business interruptions. It is therefore important that the Europe region has an effective Business Continuity Management System (BCMS) that will enable continuity of Fujitsu business operations in the event of unplanned business interruptions.

The objective of business continuity planning is to ensure that we maintain the following in the event of unplanned business interruptions:

- The safety and welfare of our people and visitors
- The continuity of contracted service delivery to our customers
- The continuity of internal business support and administration, including information technology and voice facilities
- Protection of Fujitsu buildings, associated services and other company infrastructure
- Integrity and Confidentiality of customer and Fujitsu data
- Preservation of essential business information records
- Essential interdependencies with other Fujitsu Regions
- A positive external image for Fujitsu
- Compliance to relevant legal and regulatory requirements

All business units in Fujitsu Europe are accountable for achieving this objective and for identifying and achieving objectives specific to customer contracts or other requirements relating to interested parties.

The owner of this Policy will continually maintain and improve the BCMS in Fujitsu Europe.

The Head of Governance & Assurance, Europe has sole responsibility and authority for the policy, processes and methods for Business Continuity within Fujitsu Europe.

The accountability for the compliance of the businesses with the established policy, processes and methods lies entirely with the owners of all operating businesses, namely the Business Lines and Functions.

Where there are issues, or where improvements or clarification is sought in respect of the published policy, processes or methods, these must be addressed to the owner of the Policy, who is the only authority for changes.

A Crisis Management Team comprising senior managers will direct activities to react to a crisis.

All Employees must follow any processes or directions issued regarding preparation, rehearsal or implementation of business continuity tasks, recognizing that failure to do so could seriously impact the safety or security of themselves and others, as well as the integrity of the business and/or society in which they live and work.

## Scope

This Policy applies to Fujitsu operations in Fujitsu Europe. This means that all Employees, Contractors, Working Partners and businesses carried on by Fujitsu Services Holdings PLC, Fujitsu Technology Solutions (Holding) BV and their subsidiaries, whether they be incorporated within Fujitsu Europe or not, and any other company or organization that is managed by the Head of Europe Region, except to the extent, if any, stated under Exemptions below, must comply with it.