

## Business Continuity Policy Statement

To ensure the effective availability of essential products and services, Espria has raised this Business Continuity Policy to support a comprehensive program for business continuity, disaster prevention and total business recovery.

We have implemented and maintained a Business Continuity Management System (BCMS) to ensure business continuity in compliance with ISO20000-1.

It is our policy to ensure:

- Espria is able to continue to support and respond to our customers' requirements effectively in the event of a disruptive incident.
- the Company is sufficiently resilient to minimise the impact of disruptive events on the priority products and services identified in the Context of the Organisation section of this document.
- we are able to restore priority products, services and related operations within the approved Recovery Time Objectives [RTOs] and Minimum Business Continuity Objectives [MBCOs] contained in the Business Continuity Business Impact Assessment [BIA].
- we regularly review objectives and targets for the BCMS, which are compatible with the risk management strategy and risk appetite of the organisation.
- we integrate our BCMS requirements into our relevant business processes.
- the resources needed for the BCMS are available when required.
- we communicate the importance of effective business continuity management and conformance to BCMS requirements.
- continual improvement in our products and services and the effectiveness of our Information Security Management System.

Espria is committed to working in partnership with its customers, employees, stakeholders and suppliers to satisfy all applicable requirements. We are also committed to maintaining compliance with all applicable legal and regulatory obligations and improving the BCMS.

We set and regularly review quality objectives and targets to achieve these aims.

This policy is regularly reviewed for continuing suitability.

Clinton Groome  
COO

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