Aire Networks is a wholesale telecommunications services operator with a national operator's licence granted by the National Competition Market Commission in Spain that offers connectivity, voice, audiovisual, hosting and security services to operators, companies and public bodies.

In the field of the provision of professional telecommunications services, we propose the search for excellence in each and every one of the procedures that are carried out, with the aim of improving customer experience and satisfaction.

Aire Networks, by means of this Policy, establishes the framework for the development, implementation, review and improvement of the Continuity Plans in accordance with the provisions of ISO 22301. These plans aim to:

- To provide an adequate and timely response to the materialisation of a catastrophic security or environmental risk, resulting in a scenario of unavailability of any of the basic components of the Group's activity: people, buildings and offices, technology, information and suppliers.
- To mitigate the impact of potential disasters on business activities by ensuring that essential data and functions are preserved or, if not possible, that such data or functions are recovered, in a timely and progressive manner, until a return to normality.

Therefore, in order to ensure optimal quality of all services and by establishing relevant continuity plans, business continuity management is considered as a requirement and the following principles are established in its management:

- Ensure that the necessary resources are available to make the Management System available.
- To obtain the **satisfaction** of clients, professionals and other interested parties, committing to the **continuous improvement** of services and a suitable attitude and aptitude in the attention to the organisations to which services are provided in order to control, minimise and reduce the **number of incidents** through the continuity plan.
- Return to a state of normality as soon as possible after the consequences of the incident have been mitigated.
- Comply with all **legal and other** requirements to which Aire Networks subscribes.
- Maintain and continually improve the effectiveness of Aire Networks management by establishing and reviewing **objectives**, indicators, conducting business continuity audits, **improving business continuity**.
- Promote **communication, training, awareness and motivation** of professionals, collaborators and suppliers in matters related to business continuity.
- Improve internal processes with business continuity in mind.
- Define responsibilities for business continuity by creating the corresponding organisational structure.
- Develop a set of rules, standards and procedures applicable to management bodies, employees, partners, external service providers, etc.
- Assess risks to assets and critical processes in order to take appropriate measures/controls and continuity plans in the event of a disaster.
- Manage the key risks for the continuity of the processes considered critical by Aire Networks.
- Verify the functioning of continuity plan measures/controls through internal continuity audits by independent auditors.
- Protect personnel both in normal operations and in an emergency situation.
- Minimise the impact of any emergency situation on the processes, services or assets identified as critical.

- Guarantee that both the Continuity Plan and the Disaster Contingency Plans are developed and implemented in an adequate manner, through the preparation and implementation of a test plan from which conclusions are drawn to enable their improvement and updating.

All Aire Networks personnel are responsible for complying with and enforcing this Business Continuity Policy.

Raúl Aledo Coy

CEO

Elche, 24 September 2024