

OOREDOO TUNISIE S.A

Business Continuity Management (BCM) Policy

At Ooredoo, the Business Continuity Policy establishes a robust framework to define and regulate the Business Continuity Management System (BCMS). This framework outlines roles, responsibilities, and procedures essential for implementing, maintaining, and validating our preparedness to safeguard against, reduce the likelihood of, respond to, and recover from disruptive incidents.

This policy applies to all individuals associated with Ooredoo, including employees, consultants, contractors, sub-contractors, vendors, and suppliers. It encompasses processes, technology infrastructure, and facilities critical to delivering the Company's services and products within the BCMS scope.

Our strategic objectives are centered on:

- Ensuring continuity and timely recovery of operations.
- Minimizing negative impact on employees and key stakeholders.
- Maintaining the Company's reputational integrity.
- Ensuring compliance with laws and regulations related to Business Continuity.
- Enhancing organizational capabilities in Emergency Response and Crisis Management.

We pledge to comply with all applicable legal and regulatory requirements concerning Business Continuity. We are committed to meeting the interests of relevant stakeholders throughout the establishment, implementation, and maintenance of our BCM



efforts. Our adherence to the International Standard ISO 22301 ensures a structured approach to managing Business Continuity.

The Company ensures that critical suppliers and service providers have appropriate contingency plans and contractual agreements in place. This ensures the continued delivery of critical services and products during disruptive events.

This policy underscores our unwavering commitment to safeguarding operations and ensuring uninterrupted, high-quality service delivery, even amidst challenging circumstances