

1. Policy Statement

This policy applies to all operations, services, and stakeholders of Telehouse International Corporation of Europe (Telehouse) and, where necessary, aligning with the KDDI Euro Bloc of companies (KDDI) and with the company's core values.

Telehouse is committed to delivering reliable, efficient, secure, and sustainable data centre services that meet customer expectations. We maintain an effective documented Integrated Management System (IMS). We integrate high standards of quality, environmental stewardship, energy efficiency, business continuity, information security, and occupational health and safety into our operations.

2. Integrated Management System (IMS)

- Implement an integrated management system that conforms to the requirements of ISO 9001, ISO 14001, ISO 22301, ISO 27001, ISO 45001 and ISO 50001.
- Ensure that objectives are set periodically and reviewed at regular intervals, in accordance with the Company's business strategy and context of the organisation.
- Promote continuous and continual improvement across all management systems and the integration of the IMS into its business processes.
- Ensures compliance with all relevant laws, regulations, compliance obligations and other requirements.
- Enhance worker and stakeholder skills, knowledge, and awareness through ongoing engagement, training, and development.
- Continuously improve processes, technologies, and customer interactions to enhance satisfaction and reliability.
- Identify risks through robust policies, procedures, and controls.
- Telehouse continuously monitors through regular audits, testing and reviews ensuring our posture remains effective and resilient against evolving risks.
- Provide sufficient resource to implement this policy and allow the Company to meet its obligations.

ISO 9001 – Quality Management (QMS)

- Maintaining the management systems and all associated documentation in readiness for suitable external scrutiny (certification bodies; local and / or national authorities; inspection bodies), where appropriate.
- Collaborating with stakeholders to achieve mutual goals in quality, sustainability, energy efficiency, safety, business continuity, and information security.

ISO 14001 and ISO 50001– Environmental and Energy Management (EEn)

- Consider life cycle assessments and energy efficiency in decisions related to designing, purchasing equipment, and implementing new processes and services.
- Assess for reuse, repair, or recycling 100% of used server equipment that is owned or managed by Telehouse, while increasing the quantity of server materials repaired or reused and will create a target percentage for repair and reuse, for equipment owned or managed by Telehouse.
- Protection of the environment, including prevention of pollution and other specific commitment(s) relevant to the context of the organisation by minimising environmental impact, while supporting the procurement of energy efficient products and services that impact energy performance.

ISO 22301 – Business Continuity Management (BCMS)

- Take all reasonable steps to ensure robust business continuity and service continuity recovery plans are in place for Core and Supplementary activities by regularly testing and reviewing all continuity plans.
- Ensuring resilience and recovery capabilities against threats, prioritising the safety and welfare of all stakeholders while minimizing negative impacts, and facilitating a return to normal operations.

ISO 27001 – Information Security Management (ISMS)

- Ensuring the confidentiality, integrity, and availability of all information within our data centre and services through its ISMS, safeguarding customers, proprietary information, and sensitive data from unauthorised access, breaches, or disruptions.
- Information Security challenges are monitored through enforcement rules, document classification, and detailed information of assets and business processes to analyse threats and develop control measures.

ISO 45001 – Occupational Health and Safety Management (OHS)

- Telehouse commits to provide safe and healthy working conditions for the prevention of work-related injury and ill health and is appropriate to the purpose, size and context of the organisation and to the specific nature of its OHS risks and OHS opportunities.
- Fully committed to the health, safety, and well-being of its workers, contractors, and visitors by proactively managing workplace risks and hazards, ensuring compliance with occupational health and safety regulations and best practices; engaging workers at all levels in safety initiatives and promote a culture of continuous improvement in health and safety performance.
- Conducting and acting upon risk assessments in all areas of the business to eliminate where possible or minimise, and/or reduce OHS hazards and risks.
- Developing a culture where all workers, contractors, visitors, temporary workers, any other interested parties and members of the public take ownership for creating and maintaining a safe working environment, including consultation and participation of our workers.

3. Leadership

Ultimate responsibility for the effectiveness of the IMS and the implementation of this policy resides with the Managing Director of Telehouse supported by Senior Management (Executive Committee and Executive Board).

This IMS policy is communicated to all workers, contractors, and other stakeholders and is available to interested parties upon request. It will be reviewed annually to ensure its continued relevance and suitability. Any actual or threatened infringement of the relevant laws or policy shall be reported to management.

*When specified, KDDI Euro Bloc Information Security requirements will align with KDDI Corporation rules and regulations. This Policy should be read in conjunction with the relevant supporting [KDDI / Telehouse] Policies.

Date of Issue: 11 th June 2025	Approved: <i>on behalf of</i> <i>Telehouse International Corporation of Europe Limited</i>
Date of Next Review: <u>June 2026</u> No later than date shown. Or as required, subject to operational amendments	<i>It is the responsibility of ALL members of staff to abide by this policy.</i> <i>Non-adherence to this Policy may lead to action under TIE's disciplinary process.</i>