

# Business Continuity Management Policy Statement

Established since 2000, ByBox has revolutionised the field service logistics market with its smart lock technology and innovative supply chain solutions. With hundreds of customers across the globe, ByBox improves engineer efficiency, reduces distribution spend, minimises inventory and increases supply chain visibility.

Headquartered in Slough, our solutions pair innovative software, physical storage locations and lockers secured by our innovative smart locks, and in-night distribution, helping our customers ensure that the right critical parts arrive at the field service edge exactly when needed, reducing cost and improving first time fix rates.

Business Continuity Management is concerned with saving and protecting life, as well as improving and protecting the resilience of ByBox. This means developing our ability to detect, prevent, minimize and where necessarily deal with the impact of disruptive events. We are committed to the continual improvement of our Business Continuity System. This enables us to recover to “business as usual” as soon as possible.

This will be achieved by:

- Maintaining a strategy for reacting to, and recovering from, adverse situations which is in line with senior managements level of acceptable risk
- Identifying, assessing and managing potential and actual risk that threaten major departmental systems and services
- Maintaining appropriate response plans underpinned by clear escalation process
- Exercising and testing response and recovery plans annually
- Providing employees with procedures to minimize or prevent exposure to business continuity risks
- Taking into account changing business and customer needs and requirements to ensure that the response plans and business continuity strategy are revised where needed
- Remaining aligned with current and emerging industry best practices and guidance.
- Ensuring that all contracts for goods and/or services that are deemed critical to ByBox continuity have a robust business continuity plan covering the goods and/or services provided.
- Providing clear communication to employees, customers, contractors and partners
- Developing a strategic plan with specific objectives that are update annually

Signed

Richard A. Agostinelli CEO

Date

1<sup>st</sup> April 2021

