

# BUSINESS CONTINUITY POLICY



Tata Communications Transformation Services Limited ensures commitment and realization of the Organisation's objectives, which are:

- To ensure the safety of its employees
- To ensure uninterrupted services to its customers
- To ensure adherence to the applicable legal, regulatory, and contractual requirements and
- To protect the interest of stakeholders that collectively ensure the sustainability of the organization
- TCTS's robust Business Continuity Plans (BCP) and Incident Management Plans (IMP) are aligned to the ISO BCMS 22301:2019 Standard.

TCTS shall constantly strive to:

- Address threats to the continuity of its business arising out of uncertainties
- Make systematic efforts to minimize their impact on the organization, customers, employees, and other stakeholders
- This policy is currently applicable to global delivery centres at Ambattur, Chennai | Dighi, Pune
- The policy excludes all services rendered out of customer or partner locations.

*Agnel Navin*

Agnel Navin  
CEO  
1st July 2026

The policy ensures that BCMS objectives are met and necessary supporting infrastructure/ resources are committed. As an integral part of the business, TCTS has adopted the following approaches to minimize the effects of any major incident/disruption:

- Create and maintain business impact analysis and aligned business continuity programs
- Develop business recovery strategies and plans to mitigate major incident/disruption, to reduce the impact and likelihood
- Make business continuity planning a constituent part of all new business requirements
- Ensure third party suppliers of products and services have suitable contingency or recovery strategies in place, over the life cycle of the product or during the period of the contract as applicable
- Conduct periodic audits and exercises to check, validate and improve the robustness of the BCP/IMPs and to provide confidence that people are aware of their roles, and the BCM system meets its objectives.
- TCTS is committed to the continual improvement of the Business Continuity Management System.
- This policy is communicated within the organization and made available to relevant interested parties and is reviewed periodically for continued suitability