



BUSINESS CONTINUITY POLICY

- Each key service within our company is to be owned by a designated department. The Business Continuity Coordinator for the department will ensure that plans capable of maintaining a minimum acceptable standard of service delivery are in place for each key service.
- Functional departments will provide professional support to improve resilience of critical activities and resources that support key services.
- Each department will carry out an annual review of its Business Continuity process. The Business Continuity Plan Control team will monitor the review process, benchmark the results and provide support where necessary.
- Business wide continuity drill will be take place at least once a year and make modifications where necessary, to take account of the exercise results.
- Contracts with suppliers of critical goods and services to our company must include a requirement for the supplier's Business Continuity processes to be approved and to be exercised to the satisfaction of our company.
- All staff must be made aware of the plans that affect their division or business unit and their role following invocation of Business Continuity plans.
- Our key customers are to be kept informed about our Business Continuity plans as they affect the service provided to them.
- Lyreco are committed to continually improving our Business Continuity Management System and our related processes.
- * Lyreco is committed to satisfy all the applicable legal and regulatory requirements to which the organization subscribes related to the continuity of its operations, products and services, as well as the interests of relevant interested parties.

A handwritten signature in grey ink, appearing to read "M Milward", is written over a horizontal line.

Michael Milward
Managing Director

May 2023

