

Business Continuity Policy

Introduction

MEO – Serviços de Comunicações e Multimédia, S.A. is a customer-oriented company focused on innovation and execution, offering a wide range of integrated products and services. Its strategic priority is to maintain its market leadership by continuously exceeding customer expectations with high-quality products and services.

The relationship of trust that we seek to establish with our customers is based on excellent service, which can be translated, among other factors, into ensuring the continuity of the contracted services, as well as customer support services that reflect their relationship with the company.

Principles

The Organization, aware of its responsibilities towards its customers, regulators, partners and employees, in developing an adequate response to incidents that may affect the security and integrity of its networks, as well as the continuity of its services. Therefore, the Organization undertakes to guide its actions by the principles, reflected in the Business Continuity management standards:

- Implement, maintain and continuously improve a Business Continuity Management System (BCMS), following the requirements set out in ISO 22301, which ensures that potential threats to the company are identified and facilitates the recovery of products and services within a predefined period if a disruptive event occurs;
- Implement a clear governance model with specific responsibilities to ensure that the SGCN is managed and coordinated properly and with the necessary resources;
- Identify and respond to business continuity requirements, taking into account the needs and expectations of employees, customers, suppliers and other stakeholders;
- Carry out risk assessment and mitigation activities to reduce the likelihood and impact of an incident through proactive measures, addressing and identifying risks in advance;
- Develop and maintain continuity strategies and plans, ensuring the continuity of the organization's products and services in the event of a disruptive event that could affect the normal functioning of the organization;
- Implement a response structure aimed at acting effectively in the event of disruptive events, in accordance with internal and external communication protocols that ensure that all stakeholders are informed in a timely and effective manner;
- Evaluate and review the policy and strategic objectives annually, taking into account the performance of the SGCN;
- Ensure the continuous improvement of the BCMS and the organization's business continuity capabilities.
- Promote a culture of Business Continuity in the Organization, through training and awareness programs and a program of exercises aimed at ensuring that all employees, especially those actively involved in incident response, understand their roles and responsibilities and have the necessary skills to assume them.

The Business Continuity Policy applies to all businesses and geographies in which MEO operates.

In a situation of disruption, the Organization assumes the following objectives:

- Ensuring people's well-being and safety. Ensuring that human life is safeguarded and that medical assistance is provided to employees and other people on its premises;
- Ensure the continuous operation of the Organization. Ensuring that critical services and processes are identified and are resilient, i.e. they recover within the timeframe defined according to their impact on the business;
- Minimizing losses and impacts on customers. Ensure that the recovery solutions implemented guarantee the minimization of the impact on customers of an interruption in their services, enabling a rapid and effective recovery, in accordance with the defined target recovery times;
- Ensuring compliance with legal and regulatory requirements. Ensuring coordination with the competent authorities in order to adopt best practices in complying with the legal and regulatory requirements to which the Organization is subject.