Europe Business Continuity Sub-Master Policy

Policy Statement

This Policy aims to follow the policy elements from ISO 22301:2019 Business Continuity Management Systems.

The corporate vision of the Fujitsu Group is to contribute to the creation of a networked society that is rewarding and secure, and to realize Our Purpose to “make the world more sustainable by building trust in society through innovation”. To realize the purpose, "Our Values" indicate a critical action cycle consisting of 'Aspiration', 'Trust', and 'Empathy'.

Among the threats to this vision and these values is the occurrence of unplanned business interruptions. It is therefore important that the Europe region has an effective Business Continuity Management System (BCMS) that will enable continuity of Fujitsu business operations in the event of unplanned business interruptions.

The aim of business continuity planning is to ensure that we maintain the following in the event of unplanned business interruptions:

- The safety and welfare of our people and visitors
- The continuity of contracted service delivery to our customers
- The continuity of internal business support and administration, including information technology and voice facilities
- Protection of Fujitsu buildings, associated services and other company infrastructure
- Integrity, Confidentiality and Availability of customer and Fujitsu data
- Preservation of essential business information records
- Essential interdependencies with other Fujitsu Regions
- A positive reputation for Fujitsu
- Compliance with relevant legal and regulatory requirements

All business units in Fujitsu Europe are accountable for achieving this objective and for identifying and achieving objectives specific to customer contracts or other requirements relating to interested parties.

Authority & Accountability

The owner of this Policy will continually maintain and improve the BCMS in Fujitsu Europe.

The Head of Shared Services Europe has sole responsibility and authority for the policy, processes and methods for Business Continuity within Fujitsu Europe.

Accountability for the compliance of the businesses with the established policy, processes and methods lies entirely with the owners of all operating businesses, namely the Business Lines and Functions.

Where there are issues, or where improvements or clarification is sought in respect of the published policy, processes or methods, these must be addressed to the owner of the Policy, who is the only authority for changes.

 © Fujitsu 2025

A Crisis Management Team comprising senior managers will direct activities to react to a crisis.

All Employees must follow any processes or directions issued regarding preparation, rehearsal or implementation of business continuity tasks, recognizing that failure to do so could seriously impact the safety or security of themselves and others, as well as the integrity of the business and/or society in which they live and work.

The Policy Owner shall:

a. Ensure all relevant employees are aware of and, where appropriate, trained in the operation of this Sub-Master Policy and any changes to it.
b. Ensure any changes to the Sub-Master Policy or its associated processes are duly authorized by a suitable governance committee/board within the Europe Governance Framework.
c. Be responsible for developing, maintaining, disseminating, and measuring compliance with this Policy.
d. Submit a regular report on the effectiveness of this Policy to the Europe Risk Management Committee (RMC).
e. Ensure processes are specified and maintained to enable Fujitsu Europe to achieve its strategic objectives in respect of this Policy.

Scope

The Scope of the Policy covers all employees, contractors and workers within Fujitsu in Europe.

Each employee must comply with the Sub-Master Policy and with its associated processes, which are published in the Europe Business Management System (EBMS).
The owners of all operating businesses e.g. Business Units, are accountable for the compliance of the business with the Sub-Master Policy and processes.

The Scope of the Policy covers all employees within the Company in Europe.

 © Fujitsu 2025