BUSINESS CONTINUITY MANAGEMENT POLICY

brother
at your side

BROTHER INDUSTRIES (U.K.) LTD (BIUK) is a wholly owned subsidiary of Brother Industries Ltd Japan (BIL) based in Nagoya Japan. We are a manufacturing operation that produces a diverse range of consumables and products including consumer and industrial electronics, and general product assembly, and plastic injection moulding. Our core business areas include (but are not limited to):

- Manufacture of printing consumables and industrial products
- Refurbishment, remanufacture and reuse of printing consumables
- Refurbishment and reuse of printing devices
- Plastic injection moulding and general assembly work
- Providing innovative services to support our sales organisation

Our vision is to be the Circular Technology Centre for the Brother Group

BROTHER INDUSTRIES (U.K.) LTD places our customers first, everywhere, every time, demonstrating our motto "At your side". We create customer value by utilising our resources to provide superior value products, services and solutions.

Our intention is to meet the requirements of ISO22301:2019 ensuring we have a recognised framework to achieve the intended outcomes. The goal is to achieve "Business as Usual" for our customers and our products and services when disruptions occur. We want to ensure that potential business impacts are analysed with established plans to respond when necessary. We aim to build trusting relationships with customers to avoid reputational damage and potential losses to the business.

1. Leadership

We are committed to operating a Business Continuity Management System, through the setting of clear objectives and targets with the aim of minimising disruptions to business operations. The Management and Leadership team will engage all associates and stakeholders to achieve this goal by:

- Following a planned and systematic approach to improving business continuity using the ISO22301:2019 model.
- Using risk-based thinking and a process-based approach to evaluate critical business risks.
- Setting targets and regular reviews of our Key Performance Indicators (KPI's) to achieve our intended outcomes.

2. Minimising Business Impacts

We will ensure Business Continuity by:

- Implementing the Internationally recognised framework for BCMS using ISO22301:2019.
- Adopting a Risk Based approach and conducting Business Impact Analysis (BIA's).
- Establishing Maximum Tolerable Period of Disruptions (MTPD's) and Recovery Time Objectives (RTO's).
- Regularly reviewing Interested Parties and conducting Risk Assessments to prioritise activities.

3. Continual Improvement

We will ensure Continual improvement in the Business Continuity Management System by:

- Utilising the ISO22301:2019 framework to improve our systems and comply with the standard.
- Monitoring, Measuring, Analysing and Evaluating (MMAE) our BCMS performance.
- Conduct testing and evaluation of Business Continuity Plans to achieve intended outcomes.
- By increasing our associates' skills and knowledge through training and development plans.

4. Communication

We will:

- Communicate our BCMS policy and objectives in a meaningful way to all associates. .
- Communicate with interested parties all relevant information to enable them to understand and support our objectives.
- Provide timely feedback to all stakeholders to help improve the issues relating to Business Continuity.

CS B2027
Creating our Future. Boldly.

Craig McCubbin
Managing Director
BROTHER INDUSTRIES (U.K.) LTD
Date: 21/10/2025