BUSINESS CONTINUITY POLICY STATEMENT

TrustID (a Citation Group company) is a leading digital verification service provider. TrustID is committed to maintaining the confidentiality, integrity, and availability of its services in the face of disruptions. This Business Continuity Policy sets a framework for ensuring the continued operation of critical business functions during and after an incident.

TrustID Limited is committed to establishing, implementing, maintaining and the continual improvement of an effective Business Continuity Management System (BCMS) that conforms to the requirements of the ISO 22301:2019 standard, as we aim to safeguard the organisation's operations, protect its reputation, and ensure the continuity of services provided to customers. Business continuity planning, implementation, and maintenance are integrated into the overall risk management framework of the organisation.

To this end, TrustID commits to:

- Compliance with all legal, regulatory, contractual, and other requirements applicable to TrustID's activities.
- Ensuring that business impact analysis and risk assessment are applied to critical processes, activities, and resources.
- Ensuring plans are developed to ensure continuity of those services deemed to be business critical at a minimum acceptable level and to achieve recovery within a specific time frame following a disruptive event.
- Ensuring that regular testing, training, and exercises are conducted to validate and enhance the effectiveness of the BCMS.
- The provision of adequate resources; inclusive of equipment, infrastructure, trained and competent staff to enable defined business continuity objectives to be met.
- The assurance that all employees are made aware of their individual obligations in respect of the business continuity policy and TrustID's BCMS.
- Conducting periodic management reviews to ensure the continuing suitability, adequacy, and effectiveness of our Business Continuity Management System.

The TrustID Senior Management team has overall accountability for ensuring that the objectives of the Business Continuity Management System are achieved, delegating responsibilities and authorities to various parties for effective implementation, and promoting the commitment of all staff to addressing business continuity as part of their operations, in accordance with the established policies.

Signed:
Jack Price
Managing Director
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