



Integrated IT Information & Security and IT Service Management Policy

National Broadband Ireland (NBI) is responsible for designing, building and operating the new high-speed fibre broadband network for rural Ireland. The management of NBI is committed to the execution and continual improvement of the Company's Integrated Management Systems. This will enhance NBI's overall performance, by following the principles and requirements of the ISO Standards, including ISO 20000 and ISO 27001.

In order to achieve this, NBI will adhere to the following principles:

- NBI will establish, implement, maintain and continually improve an Integrated Management System that includes ISO 20000 and ISO 27001.
- NBI will ensure to provide the human, technical, information and financial resources necessary to implement and operate the ITSSM system.
- NBI shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the ITSSM system and operation of services.
- NBI will ensure the systems are designed around the principles of confidentiality, integrity and availability of information.
- Decision-making shall take into consideration the risks, business benefits, feasibility and financial impact.
- NBI will comply to the ISO 20000 & 27001 standards and any legislative or other requirements (including GDPR), standards and codes of practice.
- NBI will co-ordinate activities in full transparency with other parties involved in the service lifecycle including the planning, design, transition, delivery and improvement of services
- We will implement and maintain appropriate systems and procedures to prevent activities or actions that pose a threat to the security of our information and data, including that held and managed on behalf of and/or by customers, staff, contractors and suppliers.
- NBI will ensure risks are identified and evaluated, eliminated or controlled.
- We will review customers' requirements and contract specifications in order to deliver a service that meets the customers' Information, Service and Security needs and expectations.
- We will strive to ensure that our Information Security Systems are monitored and managed to ensure the safety of information and data held by and on behalf of the business.
- Evaluate and select suppliers of goods and services based on their ability to assist us in achieving our objectives set out in this ITSSM policy

Signed:

Date: 21-09-20

CEO NBI Infrastructure DAC Peter Hendrick

Signed:

Date: 21-09-20

CEO NBI Deployment DAC T.J. Malone

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