



Information Security Policy

SYI-PY-001

Arqiva enables a switched-on world to flow. Arqiva is at the heart of broadcast and utilities in the UK and abroad. Everything Arqiva creates is aimed at meeting the needs and expectations of our customers and will be compliant with customer, statutory, regulatory, internal and industry safety and quality requirements.

Policy Statement

Information security provides a vital component in protecting the confidentiality, integrity and availability of information and data and is embedded in the services we deliver to our customers, suppliers, and staff. We are recognised as an industry leader for the provision of secure services, and our continued commitment and delivery is recognised through the implementation and continual improvement of ISO/IEC 27001:2022 Information Security, Cybersecurity and Privacy Protection as the framework for information security.

To provide all our stakeholders with assurance that Arqiva identifies and manages its information security risks (both business and technical) within its risk appetite, we will:

- protect information against unauthorised access;
- maintain the accuracy and completeness of information;
- make information and systems available to authorised users as and when required.

Arqiva will also implement controls to:

- meet applicable legal, regulatory, and contractual requirements;
- make all individuals using Arqiva's information and systems aware of their information security responsibilities;
- ensure that all breaches of security, actual or suspected, are reported and investigated.

This policy applies to all Arqiva's information, systems, and the individuals who use them, including employees, temporary employees, contractors, service providers, business partners and other external parties. The scope includes information that is stored on devices or systems, processed by business applications, transmitted across networks, printed out or written on paper, sent by post, stored on removable media, or spoken in conversation.

In a connected world, none of us can work in isolation. Arqiva will work with its customers and suppliers to define and implement information security arrangements. Arqiva maintains close relationships with government and government agencies as well as regulators and other organisations to share information security knowledge and threat intelligence.

Arqiva recognises that the information security landscape is constantly evolving and changing. Arqiva is committed to the continual improvement of its ISMS and other information security frameworks, updating them as required in response to emerging threats, technological advancements, and changes in Arqiva's business processes and risk profiles identified through internal or external sources.

By working together and embedding security into our DNA, we can all help create a secure future for Arqiva.

Responsibility and Authority

It is the responsibility of the Chairman and CEO of Arqiva and management teams at all levels throughout the business, to ensure the communication, understanding and implementation of this policy by providing the necessary platforms, processes, procedures, resources and training to ensure that all the employees can all deliver products and services to our customers consistently through capable, compliant and controlled processes.

It is the responsibility of all employees to adhere to the requirements of this policy and to voice concerns regarding the ability to meet customer requirements and expectations to comply with all parts of our Information Security Management System.

Together we shall meet these commitments through clearly documented plans, documented guidance, awareness and education campaigns and through control reviews and risk assessments.

To that end, employees shall promptly report:

- Any questions or concerns about interpreting this policy or its application to their jobs;
- Any concerns involving a violation or possible violation of this policy, to their managers or the Information Security team.

Review

The CEO of Arqiva will review the Information Security Policy annually to ensure its continued applicability and effectiveness.



Shuja Khan

Chief Executive Officer

Date: 13/11/2023