

Globe Business Continuity Management (BCM) Policy

PURPOSE

Globe values people and puts customers first in everything we do. We recognize that our customers, including government agencies, humanitarian agencies and emergency services, rely on our services to communicate, access and share information. We build sustainable, resilient, and reliable infrastructures and operating systems that will ensure continuity of our services before, during, and after any disaster. At the core of our BCM is a robust enterprise architecture that will protect the integrity of customer data and transactions at all times.

We strive to build a resilient network infrastructure designed to reduce the likelihood of disruptions and to ensure constant state of readiness through proactive and responsive teams, effective and efficient processes, ensuring continued delivery of critical products and services. Disruptions shall be kept at a minimum or, at best, none, with strategic redundancies embedded within our architecture. We have standby resources—physical, financial, and manpower augmentation through our network of vendor partners and shareholder community—to overcome large-scale business disruptions and disastrous events, so that our customers will continually be served with mobile, data, and other telecommunications services. It is management's primary objective, including our critical business partners to meet this commitment.

This policy, along with the Environmental Sustainability Policy and Health and Safety Policy, sets the framework for the Integrated Management System (IMS) where the setting of objectives, targets and programs are based. The IMS ensures that Globe maintains its position as the network of choice through the continued delivery of critical products and services. This policy is guided by ISO 22301: Business Continuity Management, ISO 22313 Security and Resilience- Business Continuity Management Systems - Guidance on the use of ISO 22301, and ISO 31000 Risk Management-Guidelines.

OUR COMMITMENT

We commit to:

- Ensure the safety of employees and their families;
- Provide continuity of critical operations that support delivery of key products and services;
- Develop, implement and continually improve a Business Continuity Management System that is responsive to the needs of families, businesses and the nation;
- Comply to all laws and regulatory obligations applicable to our telecommunication business;
- Conduct a regular review of our and our partners' management systems to ensure that the commitments of this policy are being delivered and continuously improve on

business continuity capacity in accordance with local and international standards and best practices;

- Establish critical public and private partnerships that create value for our stakeholders and provide meaningful humanitarian assistance to affected areas;
- Adapt to climate change impacts and make our systems and infrastructures resilient to climate change;
- Report our BCM performance to our Board, which may include, among others, governance processes around IT issues including disruption, cyber security, disaster recovery, to ensure all key risks are identified, managed and reported.

To ensure the effectiveness and suitability of the IMS, a management review is done on an annual basis. The top management, implementation managers, process owners, and users review the management system to ensure that all policies and objectives are still aligned with management targets or if there is a need to update them. On top of external audits, an internal audit team performs annual internal audits to help to ensure the effective implementation of the management systems.

Further procedures will be developed to support this Business Continuity Management Policy.

SCOPE OF APPLICATION

This policy applies to Globe and can function as a guide for our subsidiaries and affiliates under the Globe Group. Similarly, our suppliers, and their suppliers, are encouraged to develop and build on their own sustainability policies and programs in tune with the standards and principles espoused herein.

COMMUNICATION

This policy and any amendment thereto will be posted through internal communication channels of Globe. All covered persons are responsible to read and implement this policy at all times. This policy will also be made available on the company's website.

The BCM Policy will be reviewed periodically and whenever significant changes to internal or external factors occur.

RELEVANT POLICIES

Also read Environmental Sustainability Policy, Health and Safety Policy, Integrated Management System Manual, Manual of Corporate Governance

Approved by: Ernest L. Cu, President and CEO
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