

Business Continuity Policy

Founded in 2000, Thinventory Group Holdings Limited incorporating Thinventory Holdings Limited and Thinventory Limited is a global provider of field service technology and logistics, offering creative solutions helping improve engineer productivity and optimise inventory performance.

Thinventory has been designed with field service in mind. With hundreds of customers across the globe, Thinventory improves engineer efficiency, reduces distribution spend and environmental footprint, minimises inventory and increases supply chain visibility. For our customers, our unique combination of software and expertise from Thinventory has fast become the final word when it comes to field service inventory distribution and reverse logistics.

Thinventory is committed to safeguarding lives, protecting our people, and ensuring the resilience and continuity of our business operations in the face of disruptive events. Our Business Continuity Management System (BCMS) is designed to enhance our preparedness, responsiveness, and recovery capabilities to ensure the continuity of critical services and the protection of our stakeholders, reputation, and assets.

We recognise that business continuity is not only about returning to "business as usual" but about doing so quickly, efficiently, and safely. Therefore, we are dedicated to the **continual improvement** of our BCMS to ensure its ongoing relevance, effectiveness, and alignment with organisational and stakeholder needs.

Our Commitments:

To fulfil this commitment, Thinventory will:

- **Leadership Commitment** – Senior management will provide direction and allocate necessary resources (financial, technological, human) to ensure the BCMS is implemented, maintained, and continually improved.
- **Roles and responsibility** – Overall ownership of this policy sits with the CEO, the strategic operations and technology responsibilities sit with the COO and CTO while the day to day responsibilities delegated to the Head of SHEQ and Head of IT. Further information on roles and responsibility can be found in BC03 - Roles & Responsibilities and Key Personnel
- **Business Continuity Strategy** – We will maintain a strategy for responding to, and recovering from, adverse situations that aligns with our risk tolerance and business objectives. Aligning our BCMS with current and emerging industry best practices and relevant standards, ensuring robust and adaptive processes.
- **Risk Management** - we will identify, assess, and manage potential risks that may threaten critical business functions and services, regularly reviewing our risk assessment processes.
- **Response and Recovery Plans** - We will maintain effective response and recovery plans with clear escalation processes to ensure quick action and minimal disruption
- **Training and Awareness** – We will provide employees with the knowledge, training, tools, and procedures to minimise and respond to continuity-related risks.
- **Supplier and Third-Party Management** – All critical suppliers and partners will maintain robust business continuity arrangements to safeguard the continuity of services we rely on.
- **Compliance and Legal Requirements** – We are committed to complying with all legal, regulatory, and contractual obligations related to business continuity.

- **Testing and Exercises** – Response and recovery plans will be tested and exercised at least once every three years, with continual evaluation and improvement.
- **Auditing** - The performance of the BCMS will be regularly monitored, audited, and evaluated to ensure continual improvement and effectiveness
- **Communication Framework** – We will ensure effective communication to employees, stakeholders, and external entities during incidents to ensure transparency and coordinated response.
- **Post-Incident Review** – After any disruption or test, we will conduct a post-incident review, applying lessons learned to continuously improve our BCMS.

Employee Involvement:

- Employees will be involved in business continuity training, awareness activities, and testing exercises appropriate to their role.
- Lessons learned from exercises or incidents will be communicated, and employees will be encouraged to contribute feedback to improve response and recovery arrangements.
- Key personnel may be involved in the development, review, and testing of business continuity and incident response plans relevant to their area of responsibility, ensuring plans remain practical, effective, and aligned with operational realities.

Monitoring, Review and Communication:

This policy:

- Is reviewed periodically to ensure it remains relevant, effective, and aligned with business strategy and compliance obligations.
- Is communicated to all employees and shared with contractors, suppliers, and other interested parties when beneficial to support our business continuity objectives.

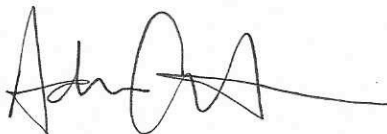
Our Key Objectives for 2026:

To support this policy, we commit to the following

- Raising awareness through supporting the Business Continuity awareness week
- Maintain customer facing IT systems has an up time is above 99.85%
- Maintain customer delivery on time DOT levels above 99.5%
- Complete a full review & overhaul of the BC plans

This Policy will be reviewed annually by senior management to ensure its relevance and effectiveness in safeguarding the continuity of Thinventory operations and strategic direction.

Signed:



Adam Smith CEO

Dated: 1st April 2026

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Thinventory includes Thinventory Group Holdings limited, Thinventory Holdings Limited and Thinventory Limited