


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 IT Service Support Management (ITSSM) and Privacy Information (PI) Management Systems. This will enhance NBI's overall performance, by following the principles and requirements of the ISO Standards, including ISO 20000, ISO 27001 and ISO 27701.

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 (ITSSM), ISO 27001 (Information Security Management System) and ISO 27701 (Privacy Information Management System).
- 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 & 27701 standards and any legislative 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 and privacy 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 that systems and processes are in place to evaluate, eliminate or control these risks.
- We will review customers' requirements and contract specifications in order to deliver a service that meets the customers' Information, Service, Security and Privacy needs and expectations.
- We will ensure that our Information Security and Privacy Information Management 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: ___26/05/23___

CEO NBI Infrastructure DAC Peter Hendrick

Signed:  Date: ___26/05/23___

CEO NBI Deployment DAC T.J. Malone