

ENERGY, INFORMATION SECURITY, BUSINESS CONTINUITY & SERVICE MANAGEMENT POLICY

AdaniConneX (ACX) is a leading data center service provider in India, committed to maintaining high availability, operational resilience, and sustainable performance across all facilities. We aim to achieve maximum uptime and secure management of customer information through energy-efficient, reliable, and resilient operational practices that ensure timely recovery and restoration in the event of disruptions and ensures realization of our commitment to make available customer's proprietary information.

To achieve this, ACX maintains an integrated Energy Management System (EnMS), Information Security Management System (ISMS), Business Continuity Management System (BCMS), and IT Service Management System (SMS) aligned with ISO 50001:2018, ISO 27001:2022, ISO 22301:2019, and ISO 20000-1:2018.

ACX's Energy, Information security, Business continuity and Service Management policy covers the following:

- Safeguarding all customer and organizational information ensuring confidentiality, integrity, and availability.
- Optimizing on energy use and consumption and enhance energy performance through modifications and exercising controls on Suppliers, equipment
- Identifying and managing the risks related to energy, information, service, and business continuity through periodic assessment.
- Maintaining and conducting tests on business continuity and disaster recovery plans to ensure timely restoration of critical operations.
- Ensuring compliance with legal, regulatory, contractual, and customer requirements including service level commitments.
- Delivering efficient, reliable, and secure services through effective service management processes.
- Managing service requests, monitoring, incident management, and service reports through proprietary applications.
- Raising awareness among employees and partners on energy conservation, information security practices, service management, and business continuity response.
- Monitoring, reviewing and reporting our performance to our stakeholders in an appropriate manner to enhance transparency and ethical business culture.

Through this policy, ACX reaffirms its commitment to **resilience, sustainability, customer trust, and continual improvement** across all operations.

Place: Ahmedabad

Rev.1.1

A handwritten signature in black ink, appearing to be 'Jeyakumar Janakaraj'.

Jeyakumar Janakaraj

Date: 03.03.2026