



# ANS Business Continuity Policy Statement

At ANS we aspire to be the UK's leading Cloud Provider of choice. We aim to ensure that the services we provide embed excellence into both our and our customers' business, whilst maximising the Return on Investment and creating business opportunities. We are recognised as being a trustworthy, open, honest, and ethical organisation.

We recognise that our business, and that of our customers, is heavily reliant on its information and any technology used to store and process that information. This is why we make sure that the availability of this information is guaranteed according to agreed service levels and contractual agreements through our Business Continuity practices. Information is always managed in a way that meets all of our legal, regulatory and contractual obligations.

Business continuity is the capability of the organisation to continue delivery of products or services at acceptable predefined levels following a disruptive incident. Business Continuity Management (BCM) is the process of achieving business continuity and is about preparing an organisation to deal with disruptive incidents that might otherwise prevent it from achieving its objectives. Placing BCM within the framework and disciplines of a management system creates a Business Continuity Management System (BCMS) that enables BCM to be controlled, evaluated and continually improved.

To embed these principles into our business, ANS have implemented a Business Continuity Management System (BCMS) aligned with the international standard for Business Continuity Management, ISO/IEC 22301. This system is based on a Business Continuity policy framework; supported by detailed policies and procedures, and underpinned by the pragmatic application of industry best practice.

This policy is applied right across ANS, and is reviewed at least annually and whenever the business undergoes significant change. The ANS Executive is ultimately responsible for all company policies, and provides strategic direction to the Business Assurance Team. The Business Assurance Team ensures that the Business Continuity policy framework is regularly reviewed and that it continues to evolve and improve, and conform to the required standards.

The ANS Executive has a high expectation for the implementation and support of this policy and supporting framework by all ANS employees, and for the Business Continuity practices of our strategic business partners to be equally robust. We regard effective Business Continuity as being everybody's responsibility to ensure it is embedded into our daily business lives. All of our staff are aware of the need to plan for the unexpected and understand their responsibilities in a crisis situation, these aspects being regularly enforced through a continuous programme of Business Continuity awareness and testing of the Business Continuity Plan (BCP).

"At ANS, we ensure the quality, reliability and security of the services we provide are second to none. To complement our comprehensive programme for business continuity, disaster prevention and total business recovery, ANS has implemented a Business Continuity Policy to ensure the effective availability of our services. Myself and the other members of the senior leadership team fully endorse this policy and expect the associated process and procedures to be embedded across the company.

A handwritten signature in black ink, appearing to read 'Chris Hodgson', written in a cursive style.

Chris Hodgson, Chief Operating Officer