

Business Continuity Policy Statement

At Impact IT Solutions (UK) Limited, our Business Continuity Policy reflects the purpose, context and strategic direction of our Company. We are committed to protecting our people, clients, services, information, assets and reputation by establishing, maintaining and continually improving an effective Business Continuity Management System that supports organisational resilience and enables the continued delivery of critical services during and following disruptive incidents.

To support this commitment, Impact IT Solutions has established and maintains an Integrated Risk Management System that incorporates a Business Continuity Management System aligned with the requirements of ISO 22301:2019.

Our Business Continuity Objectives:

- To understand the risks, impacts and interested party requirements that may affect the continuity of critical services

- To maintain effective business continuity plans that support response, recovery and restoration following disruption

- To set, monitor and review measurable business continuity objectives that support our strategic direction and service commitments

- To continually improve the Business Continuity Management System through exercising, review, audit and lessons learned.

Our Commitments:

- Senior management will provide leadership, direction and resources to ensure the Business Continuity Management System is maintained and integrated into business operations

- Business continuity roles, responsibilities and requirements will be clearly defined, communicated and understood across the organisation

- We will comply with applicable statutory, regulatory, contractual, client and other relevant business continuity requirements

- We will continually improve the Business Continuity Management System through training, exercising, review, audit, lessons learned and corrective action.

This policy provides the framework for setting and reviewing business continuity objectives. It is communicated to all employees and relevant interested parties, made available as appropriate, and reviewed annually or when significant changes occur to ensure it remains suitable, adequate and effective.