

## ANS Quality Policy Statement

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

The Board of Directors of ANS is committed to providing the highest possible standard of service to all our customers. This commitment is supported by the implementation of quality assurance systems throughout the business; systems accredited to recognised quality systems standards ISO 9001, ISO 27001, ISO 22301 and ISO 14001.

We recognise that our business, and that of our customers, is reliant on the quality of our services which is underpinned by the strength of our process and procedure. This is why we are committed to operating every aspect of our business to the highest standards. Company process and procedure is managed in a way that meets all of our legal, regulatory and contractual obligations.

To embed these principles into our business, ANS has implemented an Integrated Management System (IMS) that has been verified by our external accreditor to be compliant with the international standard for Quality Management Systems, ISO 9001. The system is a quality assurance framework that is supported by documented policies and procedures, and underpinned by the pragmatic application of business best practice.

This policy is applied right across ANS, and is reviewed annually and whenever the business undergoes significant change. The ANS Executive is ultimately responsible for all company policies, and provides business direction to the Business Assurance Team. The Business Assurance Team ensures that the quality assurance framework is regularly reviewed and that it continues to evolve and improve, and conform to the standard required by our external accreditor.

“ANS has been built on quality and this is the single most important attribute of the service that we deliver. We pride ourselves on taking the time to understand a customer's business to enable us to create a tailored solution and quality service to address their needs. We are committed to ensuring each customer receives an exceptional service from our first point of contact, right through to onboarding and the provision of on-going support. Our philosophy maintains that if we continue to treat each customer as our most important, our success will grow.”



Paul Shannon, Chief Executive Officer