



ANS AI Policy Statement

Artificial intelligence (AI) is transforming industries, driving innovation, and enhancing efficiency. At ANS, we aspire to be the UK's leading digital transformation specialist and the Cloud Service Provider of choice. We aim to ensure that the services we provide, including Cloud Services, embed excellence into both our and our customers' businesses. By leveraging advanced AI technologies, we maximise Return on Investment and create innovative business opportunities. We are recognised as a trustworthy, open, honest, and ethical organisation.

We recognise that our business, and that of our customers, is heavily reliant on information and the technology used to store and process it. This is why we take very seriously the data quality, transparency and explainability, accuracy, integrity, and fairness of this information we use in conjunction with AI to ensure that it is only accessible by those who are authorised and remains complete and accurate at all times. By exploiting advanced AI technologies in ethical secure and transparent ways, we enhance our ability to manage and protect information, ensuring it meets all legal, regulatory, and contractual obligations.

At ANS we believe that as AI continues to evolve, adhering to internationally recognised standards like ISO 42001 is crucial in shaping a safer and more trustworthy AI-driven future. To ensure responsible and ethical AI deployment, mitigate risks, maintain regulatory compliance, and enhance our reputation and public trust, ANS has implemented an Artificial Intelligence Management System that is a part of a wide Integrated Management System that has been verified by our external auditor to be compliant with the international standard for all of ANS ISO certification including: ISO 42001, ISO 27001, ISO 9001, ISO 22301, ISO 20000 and ISO 14001. ANS is also certified and compliant to the ISO 27017 & 27018 Cloud Security standards. By adopting ISO 42001, we can demonstrate our commitment to responsible AI governance, ensuring the AI systems we utilise are secure, reliable and aligned with ethical principles.

ANS use a practical risk-based approach within our protective security environment, ensuring that protection is applied via our risk management programme in line with business requirements and goals. While we accept a degree of risk within our business culture, we never jeopardise the integrity of our customer's information.

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 ensures that the AI policy framework is regularly reviewed and that it continues to evolve, improve, and conform to the standard required by our external accreditor.

ANS is committed to continual improvement; objectives are managed within both a directed and a 'ground-up' framework. Top level objectives are agreed with senior management and are based around multiple inputs and outputs e.g., new objectives derived from audit and assessment, new business need or risk assessment.

The ANS Executive has a high expectation for this policy and supporting framework to be put into practice by all ANS employees and adopted by our strategic business partners. We regard



One Archway
Birley Fields
Manchester, M15 5QJ

0161 227 1000
enquiries@ansgroup.co.uk
ans.co.uk

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protective security as being everybody's responsibility to ensure it is embedded into our daily business lives.

Employees of ANS must respect the data protection and privacy rights of clients, themselves and others when using AI and Copilot in line with the ANS Privacy Policy ([Privacy Policy | ANS](#)). ANS employees must not use AI and Copilot to disclose any confidential, personal, or sensitive information.

All of our staff are empowered to take on this responsibility from the day they join ANS via induction training, and it is regularly enforced through a continuous programme of AI awareness.

Objectives Framework:

- **Personal Data:** we will identify, assess and manage the AI related risks as well as those risks faced by our people and our business. This includes ensuring that data quality, transparency, explainability, accuracy, integrity, and fairness in the information we use in conjunction with AI.
- **AIMS Objectives:** we will deploy targets and procedures that address legal, regulatory, and customer requirements by adopting ISO 42001, we can demonstrate our commitment to responsible AI governance, ensuring the AI systems we utilise are secure, reliable and aligned with ethical principles.
- **Training:** we will inform and educate employees and ensure they are aware of their responsibilities around AI all staff are empowered to take on this responsibility from the day they join ANS via induction training, and it is regularly enforced through a continuous programme of AI awareness.
- **Supply Chain:** we will ensure all suppliers are appropriately assessed and onboarded in line with ANS requirements and procedures. This includes ensuring that AI systems used by suppliers are compliant with ethical and security standards.
- **Systems:** we will apply the principles of 'privacy by design' and 'privacy by default'. This ensures that AI systems are used with privacy as a core consideration, protecting user data and maintaining transparency.
- **External Audit:** we will ensure that our AI policy and procedures are subject to independent and documented external audits and assessment.
- **Internal Audit:** we will ensure that we measure, monitor and report performance of our AI policy and procedures through robust internal audits and assessment to help maintain the integrity and effectiveness of our AI systems.
- **Review:** we will ensure the suitability, adequacy and effectiveness of the AIMS is subject to regular senior management review this includes continuous improvement and adaptation to evolving AI technologies and standards.

- Responsible AI: we will ensure AI systems are used ethically, reliably, and beneficially. This involves implementing fairness, transparency, privacy, and accountability, ensuring AI systems treat everyone fairly, are understandable, protect user data, and have clear lines of responsibility.

By integrating these AI-oriented objectives into our framework, ANS can ensure that AI systems used by us are secure, reliable, and aligned with ethical principles, while also enhancing ANS reputation and public trust.

"Artificial Intelligence (AI) is transforming industries, driving innovation, and enhancing efficiency. However, as AI systems become more integrated into critical operations, ensuring their security is paramount. AI security is essential to protect against adversarial attacks, data breaches, and unethical AI behaviour. Without proper safeguards, AI can be exploited, manipulated, or misused, leading to significant risks for ANS, their customers and employees. By ANS adopting ISO 42001, we can demonstrate our commitment to responsible AI governance, ensuring the AI systems they utilise are secure, reliable and aligned with ethical principles. As AI continues to evolve, adhering to internationally recognised standards like ISO 42001 will be crucial in shaping a safer and more trustworthy AI-driven future."

A handwritten signature in black ink, appearing to read "Richard Thompson".

Richard Thompson, Chief Executive Officer