



An ETS Company

Business Continuity Public Policy Statement

| Version: | Date: | Classification: | Owning team: |
|----------|--------------|-----------------|--------------|
| 2.0 | May 23, 2024 | Public | ISCO |

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An ETS Company

Business Continuity Policy Statement

PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, distance learning testing, license management services and professional services. We are committed to providing resilient services to our clients in the public and private sectors, to consistently satisfy their needs and expectations.

We achieve this by operating, maintaining, and continually improving our business continuity arrangements as part of our Integrated Management System (IMS) in accordance with the international standard ISO22301:2019.

Our business continuity policy is achieved through understanding both the risks and opportunities and issues that may impact the resilience of our products and services and undertaking Business Impact Analysis (BIA) to ensure we understand our critical activities and critical dependencies and the impact of disruption to these activities. Using several controls, including policies, processes, procedures, and business continuity plans, we manage these issues in ways that are beneficial to the business.

These controls are continually monitored, reviewed, and improved to ensure that specific business continuity objectives are met. This is operated in conjunction with other business management processes and incorporates the applicable statutory and contractual requirements.

We have set SMART business continuity objectives and performance against these is monitored, measured, and regularly reported to Top Management.

We realize that business continuity is the responsibility of all personnel, and we actively promote a culture of continual improvement within the organization by means of sharing information, including personnel in decision making and delegating specific business continuity management functions, e.g. IMS system maintenance to suitably skilled and competent people. We operate a programme of business continuity awareness and compliance through company inductions, training, and internal audits.

The IMS is maintained and is subject to internal and external audit. All employees are empowered to identify any nonconformities, or potential areas of weakness that may impact our ability to deliver our products and services or communicate opportunities for improvement through the appropriate management channels. The IMS has the full commitment of management.

To ensure that this commitment is delivered, we will:

- Comply with applicable legislation, regulation, and obligations.
- Understand and meet the business continuity requirements of our clients.
- Understand and meet the needs and expectations of other stakeholders.
- Consider business continuity as a factor when making business decisions.
- Set SMART business continuity objectives and monitor progress.
- Incorporate our IMS within the business operations.
- Ensure that staff and suppliers are aware of our BC Policy
- Ensure that our staff are competent to undertake their assigned roles.
- Identify and implement opportunities to improve our Integrated Management System
- Monitor the performance of the IMS in achieving its objective.
- Make this policy available to external parties upon request.

Owned by: Kathryn Walker, Director Information Security, Governance, Risk & Compliance

Date: 23/05/2024

Next review date: 23/05/2025



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Revision history

| Version | Date | Comments |
|---------|-------------------|---------------------------------------------------------------------|
| 0.1 | October 17, 2023 | Document creation. |
| 0.2 | November 23, 2023 | Final draft ready for review |
| 0.3 | January 02, 2024 | Final Review before IMS Management Committee |
| 1.0 | January 09, 2024 | Amended Scope Statement and ratified by IMS Management Committee. |
| 1.1 | January 23, 2024 | Published |
| 2.0 | May 23, 2024 | Amended to PSI branding and removed all reference to LLH and Talogy |

Approval Section

| Name | Position | Date |
|----------------|--------------------------------------------------------------|--------------|
| Kathryn Walker | Director Information Security, Governance, Risk & Compliance | May 23, 2024 |