

## Business Management Systems Policy Statement

Ascenti is a leading independent UK tech-led healthcare platform, delivering a range of digital and in-person healthcare services and disability assessment services. Ascenti operates across multiple markets including the public and private sectors. These services Ascenti provide include telephone-based triage, digital health, physical health and mental health therapies, investigations & diagnostic services, disability assessments and workplace assessments.

Our commitment to the Environmental Management System, Quality Management System and Information Security Management System is delivered by maintaining the certifications, ISO14001:2015, ISO9001:2015 and ISO27001:2013. We are audited and certified by a UKAS accredited Certified Body for each system.

Ascenti's leadership and all those involved working at Ascenti are committed to:

<b>Environmental</b>	<ul style="list-style-type: none"><li>• Fulfilling the company's environmental compliance obligations</li><li>• Protecting the environment, including preventing pollution in all our operations</li><li>• The principle of continual improvement to enhance environmental performance</li><li>• In particular we are committed to addressing our major impacts such as:<ul style="list-style-type: none"><li>○ The waste we produce, the way we handle it and our associated use of resources</li><li>○ The behaviour of staff and the role they play in our company's environmental performance</li><li>○ The work carried out by our suppliers and contractors, and the influence we have over them</li></ul></li></ul>
<b>Quality</b>	<ul style="list-style-type: none"><li>• Offering a collaborative partnership approach with our customers and our key suppliers</li><li>• Meeting and wherever possible, exceeding our Service Level Agreements</li><li>• Dedicated teams dealing with all levels of rehabilitation requirements</li><li>• Using our bespoke management system to provide tailored data for our customers</li><li>• Providing relationship managers with relevant expertise to liaise with our customers</li></ul>
<b>Information Security</b>	<ul style="list-style-type: none"><li>• The management of all information processing assets including physical and logical access end points and proprietary systems.</li><li>• The management of data including personal identifiable, special category and third-party information held by Ascenti that is either received, transmitted, processed, or stored on company assets or in hard copy in</li></ul>

any format and accessed from any location in line with Ascenti procedures and applicable legislation.

- The management of internal and external service providers to ensure they adhere to Ascenti policies, service, and legal requirements.
- The legal, professional, and moral responsibility to protect information from unauthorised or accidental modification, loss, leakage, and theft.

**We are committed to the continually enhancing our management systems.**

The Executive Team are committed to ensuring that the information entrusted to the company is protected and fully support the principles set out in the management systems and ensuring there is adequate resources available to ensure the design, implementation, monitoring, review, and improvement of the management systems. The Management System Leads have developed relevant operational controls and procedures and are committed to reviewing the effectiveness and performance and reviewing any internal and external issues relevant to the systems.

Our management systems provide our framework for establishing, implementing, operating, monitoring, reviewing, maintaining, and continually improving all three systems.

Our objective framework:

- Compliance with all applicable laws and regulations and contractual obligations
- Communicate these objectives and performance against them to all interested parties
- Adopt a forward-thinking approach on future business decisions, including the continual review of risk evaluation criteria, which may impact on the management systems
- Instruct all members of staff in the needs and responsibilities of each management system
- Work closely with Customers, Business partners and Suppliers in seeking to establish appropriate information security standards and environmental and quality expectations
- Adopt Management Systems comprising manuals and procedures that provide direction and guidance on environmental, quality and information security matters relating to employees, customers, suppliers, and other interested parties who come into contact with our service
- Ensure management of resources to better meet each management system requirements
- Provide assurances to our service users and customers, and constantly strive to meet and exceed their expectations
- Implement objectives that consider any management system requirements following the results of applicable risk assessments
- Implement continual improvement initiatives, including risk assessment and risk treatment strategies

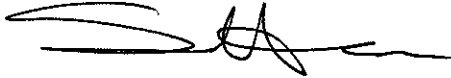
Each management system will have documents that enable the review and control of impacts relevant to each system and communicate progress, ensuring that all employees, our major suppliers, contractors, and sub-contractors understand environmental impacts, quality impacts and information security impacts associated with their jobs or involvement with Ascenti. Documentation allows for appropriate objectives and targets to be set for our significant aspects and impacts such as in

conjunction with our Social and Sustainability Strategy, Company Strategic Direction and Legislation and Regulations.

Policies covering the Environmental Management System, Quality Management System and Information Security Management System are communicated, understood, and delivered through defined and documented objectives.

This policy is approved by the Executive Team and is reviewed annually or sooner should a significant change occur in order to ensure its continuing suitability, adequacy, and effectiveness.

Signed:

A handwritten signature in black ink, appearing to be 'SH', written over a horizontal line.

Date: 19/03/2024

Sophie Harper  
Chief People & Communications Officer