



INFORMATION SECURITY POLICY

Introduction

As a modern, forward-looking business, 24/7 Nursing and Medical Services and 24/7 Contact Solutions (hereafter referred to as '24/7') recognises at senior levels the need to ensure that its business operates smoothly and without interruption for the benefit of its customers, shareholders and other stakeholders..

In order to provide such a level of continuous operation, 24/7 has implemented an Integrated Business Management System (BMS) comprised of a Quality Management System (QMS), an Information Security Management System (ISMS) combined with a Privacy Information Security System (PIMS) in line with the International Standards ISO 9001:2015, ISO 27001:2022. These standards define the requirements based on internationally recognised best practices.

The operation of the BMS has many benefits for the business, including:

- Protection of revenue streams and company profitability
- Ensuring the supply of goods and services to customers
- Compliance with legal and regulatory requirements
- Protection of Personally Identifiable Information (PII)
- 24/7 has decided to maintain full certification to ISO 27001:2022 in order that the effective adoption of information security best practices may be validated by an independent third party, a Registered Certification Body.

This policy applies to all systems, people and processes that constitute the organisation's information systems, including directors, employees, suppliers and other third parties who have access to 24/7.

Information Security & Privacy Requirements

A clear definition of the requirements for information security within 24/7 will be agreed upon and maintained with the internal business and cloud service customers so that all ISMS activity is focused on the fulfilment of those requirements. Statutory, regulatory, and contractual requirements will also be documented and input into the planning process. Specific requirements about the security of new or changed systems or services will be captured as part of the design stage of each project.



It is a fundamental principle of the 24/7 Management System that the controls implemented are driven by business needs and this will be regularly communicated to all staff through team meetings and briefing documents.

Framework for Setting Objectives

A regular cycle will be used for the setting of objectives for information security, to coincide with the budget planning cycle. This will ensure that adequate funding is obtained for the improvement activities identified.

These objectives will be based upon a clear understanding of the business requirements, informed by the management review process during which the views of relevant interested parties may be obtained.

Information security objectives will be documented for an agreed time period, together with details of how they will be achieved. These will be evaluated and monitored as part of management reviews to ensure that they remain valid. If amendments are required, these will be managed through the change management process.

Applicable controls detailed in Annex A of ISO 27001:2022 will be adopted by 24/7. These will be reviewed on a regular basis in light of the outcomes from risk assessments and in line with information security risk treatment plans. For details of which controls have been implemented and which have been excluded please request a copy of the Statement of Applicability.

The adoption of these additional information security controls and Privacy requirements and guidelines will provide assurance to our customers and help further with our compliance with international data protection legislation.

Continual Improvement of the BMS

24/7 policy regarding continual improvement is to:

- Continually improve the effectiveness of the BMS
- Enhance current processes to bring them into line with good practice as defined within ISO 27001:2022 and related standards
- Achieve ISO 27001:2022 certification and maintain it on an ongoing basis
- Increase the level of proactivity (and the stakeholder perception of proactivity) with regard to information security

- Make information security processes and controls more measurable in order to provide a sound basis for informed decisions
- Review relevant metrics on an annual basis to assess whether it is appropriate to change them, based on collected historical data
- Obtain ideas for improvement via regular meetings and other forms of communication with interested parties, including cloud service customers
- Review ideas for improvement at regular management meetings in order to prioritise and assess timescales and benefits
- Ideas for improvements may be obtained from any source including employees, customers, suppliers, IT staff, risk assessments and service reports. Once identified they will be recorded and evaluated as part of management reviews.

Information Security Policy Areas

24/7 defines policy in a wide variety of information security-related areas which are described in detail in a comprehensive set of policy documentation that accompanies this overarching information security policy.

Each of these policies is defined and agreed upon by one or more people with competence in the relevant area and, once formally approved, is communicated to an appropriate audience, both within and external to, the organisation.

Application of Information Security & Privacy Policy

The policy statements made in this document have been reviewed and approved by the top management of 24/7 and must be complied with.

Failure by an employee to comply with these policies may result in disciplinary action being taken in accordance with the organisation's Employee Disciplinary Process.

Questions regarding any 24/7 policy should be addressed in the first instance to the employee's immediate line manager.



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

23.01.2024

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Signed: **Evelyn Joyce** – Director

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Date

A handwritten signature in black ink, appearing to read "Lesley Harrison".

23.01.2024

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Signed: **Lesley Harrison** – Director

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Date