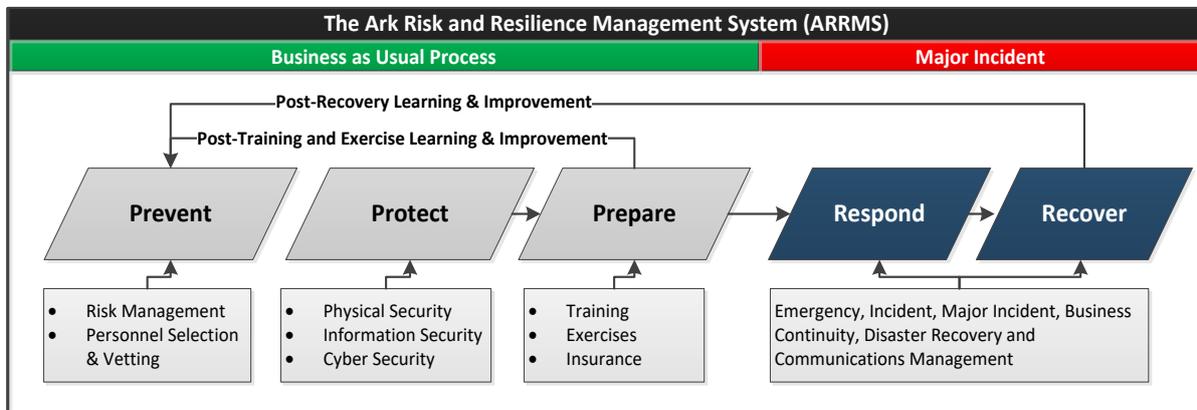


# ISO22301 - Ark Risk and Resilience Management (ARRM) Statement of Capability and Conformance

## 1 ARRM<sup>1</sup> System Overview

The Ark Risk and Resilience Management (ARRM) System covers the whole enterprise (this includes suppliers and sub-contractors) and provides a single, holistic and integrated means by which the full spectrum of identifiable risks faced in all business environments can be managed efficiently and coherently. The Ark Enterprise **conforms to international standards of best practice** and responsibility by employing risk and resilience management processes in all aspects of its service delivery. **Risk management** embraces all business processes, activities and key outsourced services during business-as-usual periods. **Resilience management** covers the actions required at every level within the Ark Enterprise following a major disruption or undesirable incident, from response through to achieving a full recovery. The whole system is underpinned by a process of review and continual improvement.



**Figure 1 - The ARRM System**

The enduring corporate and phase-specific aim & objectives are achieved in accordance with the direction of the Ark Senior Leadership Team (SLT). These are expressed in this Statement of Capability and Conformance.

## 2 Corporate Aim of the ARRM System

In order to secure and protect Arks present and its future integrity, The ARRM System fulfils Ark’s commitment to safeguarding our clients, people, reputation, investors, brand and assets by:

- (a) Creating and protecting a safe environment where data and systems can be stored, managed and developed with confidence.
- (b) Enabling risk to our clients, Ark and to other key stakeholders to be managed comprehensively and robustly.

<sup>1</sup> For these purposes “Ark” is “Ark Data Centres Limited and the other UK subsidiaries of Ark Group Limited”

Ark - Public Uncontrolled when printed			
Subject & Type	ARRM Statement of Capability & Conformance	Author	M Brown
Effective Date	27 October 2016	Authorised by	H Owen
Page number	1 of 1	Version	1.1
Document Id	Doc 148 – Annex B	D2 Reference	80063ca8

## ISO22301 - Ark Risk and Resilience Management (ARRM) Statement of Capability and Conformance

---

- (c) Demonstrating and communicating our resilience to reassure our key stakeholders and inspire client and public confidence in the business, its operations and its intentions.
- (d) Act decisively to influence the outcome of disruptive incidents, turning disruption into opportunity, in Ark's favour and in the best interests of our clients.
- (e) Protecting critical services, revenue streams and enabling fast business recovery from an all-hazards perspective through employing comprehensive business continuity and IT disaster recovery management systems at all levels.
- (f) Demanding high levels of compliance in responsible management and resilience from all of our key partners and suppliers
- (g) Following the principles of "Plan-Do-Check-Act" to review and continually improve our systems in the light of developing best practice and lesson learned.
- (h) Complying with ISO 22301:2012 to standards verified by external audit and align risk management systems with ISO 31000:2009.

### 3 Corporate Objectives of the ARRM System

#### 3.1 Objectives – Prevent and Protect Phases<sup>2</sup>

In order to ensure that the organisation has taken every reasonable step to anticipate and mitigate all known risks, the SLT directs that the whole organisation will:

- (a) Through effective risk management, continuously identify, manage and reduce uncertainties in order to:
- (b) Protect and secure Ark, its clients and its stakeholders from suffering the adverse effects of disruptions when they occur and;
- (c) Exploit the full spectrum or potential opportunities, thus benefitting the organisation, its clients and its stakeholders.
- (d) Establish, maintain and continuously improve the risk management process in alignment with ISO 31000:2009 best practice (measured through compliance with ISO 9001:2008/2015 to external audit standards)
- (e) Reassure and promote the confidence of our clients and staff through proactive communication of our risk management practices, processes and achievements both internally and externally.
- (f) Allocate management time and funds to ensure that the risk management element of the ARRM System is current, relevant and compliant through a process of revision and internal/external audit.

---

<sup>2</sup> For phases see Figure 1

Ark - Public Uncontrolled when printed			
Subject & Type	ARRM Statement of Capability & Conformance	Author	M Brown
Effective Date	27 October 2016	Authorised by	H Owen
Page number	2 of 1	Version	1.1
Document Id	Doc 148 – Annex B	D2 Reference	80063ca8

## ISO22301 - Ark Risk and Resilience Management (ARRM) Statement of Capability and Conformance

---

### 3.2 Objectives – ‘Prepare’ Phase

In order to maintain the highest level of preparedness during business-as-usual operations, the SLT directs that the whole organisation shall achieve the following objectives:

- (a) Establish, maintain and continuously improve the business resilience element of the ARRM System in full compliance with the requirements of ISO 22301:2012, and shall remain externally certified to this standard.
- (b) Allocate management time and resources to ensure that the business resilience element of the ARRM System is current, relevant and compliant through a process of revision and internal/external audit.
- (c) Reassure and promote the confidence of our clients, staff, sub-contractors and suppliers through proactive communication of our business resilience practices, processes and achievements both internally and externally.
- (d) To protect our service delivery by demanding the highest level of resilience in our supply chain.
- (e) Ensure the highest continual level of preparedness through training, exercising and testing of systems at all levels.

### 3.3 Objectives – ‘Respond’ Phase

The SLT directs that the whole organisation shall be capable of achieving the following objectives in response to a major disruption or undesirable event:

- (a) Protect and safeguard our people, assets, facilities, systems and revenue streams in accordance with our duties as a responsible employer and service provider.
- (b) Protect and safeguard the interests of our clients while minimising any disruption to that of their own service delivery.
- (c) Restore our urgent and critical client services and supporting business functions within recovery time objectives determined through the Business Impact Analysis process.
- (d) Maintain our capability for winning & managing new business
- (e) Maintain clear, timely and effective communications with internal and external stakeholders from the onset of an incident through to full recovery.
- (f) Protect and, where possible, enhance our corporate reputation through rapid and efficient responses to business disruptions.
- (g) Recover full business functions within recovery time objectives through comprehensive business continuity and IT disaster recovery arrangements at all levels.

Ark - Public Uncontrolled when printed			
Subject & Type	ARRM Statement of Capability & Conformance	Author	M Brown
Effective Date	27 October 2016	Authorised by	H Owen
Page number	3 of 1	Version	1.1
Document Id	Doc 148 – Annex B	D2 Reference	80063ca8