

CIF CODE OF PRACTICE DISCLOSURES

A.1.1. COMPLIANCE WITH CODE

Outsourcery Hosting Limited is committed to the principles of Transparency, Capability and Accountability which are embodied in the Cloud Industry Forum's Code of Practice, because these help create a more trustworthy business environment for cloud-based processing.

Outsourcery is committed to complying with the specific requirements of the Cloud Industry Forum's Code of Practice for the period of Certification, for the scope defined below in A.1.3. The CLOUD INDUSTRY FORUM and Outsourcery has completed the Self-Certification against the 'Code of Practice for Cloud Service Providers' (the 'Code') of the Cloud Industry Forum ('CIF', at <http://www.cloudindustryforum.org/>), which the Self-Certification mark demonstrates. Clicking on the mark will take you to the CIF website where supporting information for this Certification is available.

Outsourcery is committed to the Code. One of the main objectives of the Code is to help ensure disclosure of essential information so that consumers of Cloud Services can make better business decisions based on this information. The information on this page addresses the public disclosure requirements of the Code.

A.1.2. CORPORATE IDENTITY AND RESPONSIBILITIES

Corporate Name: Outsourcery plc

Legal Status: Outsourcery Hosting Limited

Date of Formation: 31st December 2010

Location of Registration: England

Registration Number: 06854066

Ownership (major shareholders):

<http://www.outsourcery.co.uk/investors/shareholders/>

Member of board of directors:

<http://www.outsourcery.co.uk/Outsourcery/Investor-Centre/Pages/The-Board.aspx>

Corporate Fixed Address: Outsourcery Hosting Limited, 1 The Avenue, Spinningfields, Manchester, M3 3AP

A.1.3. SCOPE COVERED BY THE CODE

Scope of Services: Unified Communications, Infrastructure as a Service, Email Services, Collaboration Services, Government/Citizen Applications, Platform as a Service, Storage Applications, Software as a Service and Video.

Geographical scope: Countries with local sales and/or support: UK

Countries where customer data may be held or processed: UK Customer data will only be held in the UK within wholly owned or colocation datacentres.

A.1.4. PUBLIC BRANDING

Alternative Trading Name(s): Not Applicable

Website Addresses: www.outsourcery.co.uk

A.1.5. THIRD PARTY COVERAGE TRANSPARENCY

Outsourcery Hosting Limited does not accept any indirect responsibility for its suppliers.

Outsourcery Hosting Limited do not accept indirect responsibility to Outsourcery Hosting Limited's customers.

Outsourcery Hosting Limited does not accept indirect responsibility to customers of customers.

A.1.6. SECURITY CONTROL TRANSPARENCY WITH THE CLOUD SECURITY ALLIANCE

Outsourcery has not completed the Consensus Assessments Initiative Questionnaire from the Cloud Security Alliance however is accredited to ISO 27001 and aligns all Information Security practices to this standard.

A.1.7. OTHER EXTENDED COMMITMENTS TO CODE OF PRACTICE PRINCIPLES

Outsourcery's cloud offerings are available on the government's Digital Marketplace (formerly CloudStore) via the G-Cloud framework.

The Digital Marketplace is the mechanism by which public sector organisations can find, compare and procure cloud-based services.

A.1.8. TECHNOLOGICAL COMMITMENTS

Outsourcery Hosting Limited does not publicly commit to supporting any specific technologies, standards or interoperabilities. Any such support can be discussed separately.

A.1.9. EXISTING CERTIFICATIONS

Outsourcery Hosting Limited has the following certifications:

ISO 9001: Outsourcery has achieved ISO 9001 certification, an internationally recognised standard of best practice for the quality management of businesses. Holding this accreditation certifies that Outsourcery has rigorous quality requirements and processes in place to provide products and services that deliver a great customer experience. This

demonstrates Outsourcery's commitment to quality, customers and a willingness to work towards improving efficiencies.

ISO 14001: Outsourcery has achieved ISO 14001 certification, an internationally recognised standard of best practice for the environmental management of businesses. This accreditation certifies that Outsourcery has environmental management systems in place, conforming to high environmental standards and behaving in an ethical manner which minimises the impact on the environment, particularly in relation to consumption and waste. This demonstrates that Outsourcery is committed to environmental issues and is prepared to work towards improving the environment.

ISO 27001: Outsourcery has achieved ISO 27001 certification, an internationally recognised standard of best practice outlining the formal specification and requirements of an Information Security Management System (ISMS). ISO 27001 provides Outsourcery with a framework to ensure that business information is in safe hands. It is an ongoing process which looks to continually improve, strengthen and develop Outsourcery's approach to information security.

CLASSIFIED GOVERNMENT DATA (FORMERLY IL2 AND IL3)

Outsourcery's O-Cloud is certified to run government classified information at OFFICIAL and OFFICIAL SENSITIVE over the internet, meeting CESG PGA (formerly IL2) data sovereignty and security specifications for public sector. It is also accredited to carry OFFICIAL and OFFICIAL SENSITIVE classified documentation, with PGA and Public Services Network (PSN) Protect (formerly IL3) connectivity.

MICROSOFT PARTNER WITH EIGHT PARTNER COMPETENCIES

Outsourcery is a Microsoft Gold Partner, with five partner competencies: Gold Communications, Gold Hosting, Gold Customer Relationship Management, Silver Datacenter and Silver Cloud Productivity. To achieve a Microsoft competency, organisations must follow a rigorous process which includes facilitating customer satisfaction surveys, obtaining customer references and having the required number of Microsoft Certified Professionals (MCPs) within specified areas of the business.

HP CLOUD AGILE PARTNER

Outsourcery is an HP Cloud Agile Partner working to provide partners and customers with leading cloud-based services, backed by HP's reliable and innovative technology. This means Outsourcery can deliver a wide range of cloud services which meet requirements for security, reliability and flexibility.

For more information, visit Outsourcery's [Awards](#) and [Accreditations](#) pages.

A.1.10. INDUSTRY ASSOCIATED MEMBERSHIPS

Outsourcery Hosting Limited is a member of the Cloud Industry Forum, in addition to being self-certified under its Code of Practice.