BUSINESS CONTINUITY POLICY

Sponsor	Redacted
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Version History

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OVERVIEW

For over 25 years Nominet has been operating at the heart of the internet infrastructure as proud guardians of the .UK domain name registry. Nominet's understanding of the Domain Name System (DNS) underpins a sophisticated cyber security capability used by governments to secure their networks.

This policy sets out how Nominet ensures business continuity for the critical services and functions it provides. It is mandatory for all business units and locations and should be read in conjunction with the associated Business Continuity Management System (BCMS) materials that includes the company's Business Impact Analysis, Business Continuity Plan and Crisis Management Plan.

Nominet's BCMS has been designed to help Nominet prepare for and cope with the effects of an emergency or crisis. Nominet is committed to the continual improvement of the BCMS to ensure it remains effective and fit-for-purpose.

SCOPE

Nominet operates a BCMS which complies with the requirements of ISO 22301:2019 for the following scope:

The provision of internet registry services for Top Level Domains, secure DNS service and cyber security analytic services.

The BCMS covers our Minerva House office and the following core services:

- DNS services including TLD and other authoritative DNS, DNSSEC and PSN DNS
- DNS monitoring and analysis services
- nominet.uk and nominet.org.uk domains and services hosted on them
- Registry systems (Data Escrow, Dragon, EPP, Online Services including Web Domain Manager and RDAP)
- Customer services; Telephony and Helpdesk Services for all customers
- Nominet's internal operations systems supporting; Finance, collaboration and productivity

BUSINESS CONTINUITY OBJECTIVES

Nominet's Business Continuity Objectives are:

to provide Nominet and its subsidiaries with an effective framework for minimising the impact of a disruptive event;

to ensure that critical operations are maintained with minimal service interruptions and that during any period of disruption that good levels of regulatory compliance are achieved;

to protect Nominet's reputation for high availability services by ensuring the resilience of critical assets and data through a co-ordinated approach to business continuity management and service recovery;

to understand the critical functions and activities of Nominet and its subsidiaries and maintain the capability to resume these operations within agreed recovery timeframes; and

to minimise the commercial impact of any Business Continuity incident.

INTEGRATION OF BUSINESS CONTINUITY WITHIN BUSINESS OPERATIONS

- All business continuity activity will be performed to support the strategic organisational objectives with regards to operations, revenues, customers and reputation.
- Our change management process considers the implications of any change on our business continuity programme.
- The Technology team deliver the technology and IT services that support the BCMS in accordance with the IT Service Management System (ITSMS) policies and procedures.

BUSINESS CONTINUITY CAPABILITY & PLANNING

- We conduct a risk assessment as often as necessary and at least annually to identify risks that could adversely affect the business.
- We identify our mission critical activities by performing a business impact analysis and we define recovery time objectives for each mission critical activity.
- We develop business continuity strategies that provide for the continuity of the mission critical activities within the designated recovery time objectives.
- We identify, train, and empower members of staff to deal with business continuity matters.
- We define crisis management and emergency response procedures to manage a crisis or incident and document these in our crisis management and business continuity plans.
- We document all business continuity strategies and recovery plans, pre-planned actions, advance arrangements, organisation and activation procedures.
- We carry out business continuity exercises as often as necessary, and at a minimum we deliver one table-top and one physical test exercise annually.
- We maintain and update the contents of our BC Operations Manual, Business Impact Analysis, Business Continuity Plan and Crisis Management Plan whenever there is a significant change to our business operations.
- We review the BCMS annually to ensure it remains fit for purpose and up to date.

RESPONSIBILITY FOR IMPLEMENTING BUSINESS CONTINUITY

- Line managers are responsible for maintaining business continuity in their area and implementing the business continuity policies within their team.
- The Board is responsible for oversight and scrutiny of business continuity strategies and organisation.
- The Extended Leadership Team (ELT) is responsible for keeping the Business Continuity Plan and Crisis Management Plan fit for purpose at all times. Changes are made with input from the Business Continuity Planning Team (BCPT) and Subject Matter Experts. Significant changes are presented to the Executive Leadership Team (Exec LT) for approval.

- The ELT together with the line managers in their departments will identify who should join the Business Recovery Team in the event of an incident.

- The Head of Audit & Risk has been assigned the role of Business Continuity Manager and is responsible for leading BC incident response activities, reporting on the performance of the BCMS to the Exec LT and ensuring the BCMS conforms to the requirements of ISO 22301.

- Relevant BCPT members will review the results of business continuity exercises and incidents to assess the adequacy of our plans and to ensure that risks are understood by the business.

- The Exec LT will review the BCMS annually to assess its adequacy and effectiveness.

Signature

Redacted

Redacted, Chief Executive Officer, Nominet

20 November 2025

<ENDS>