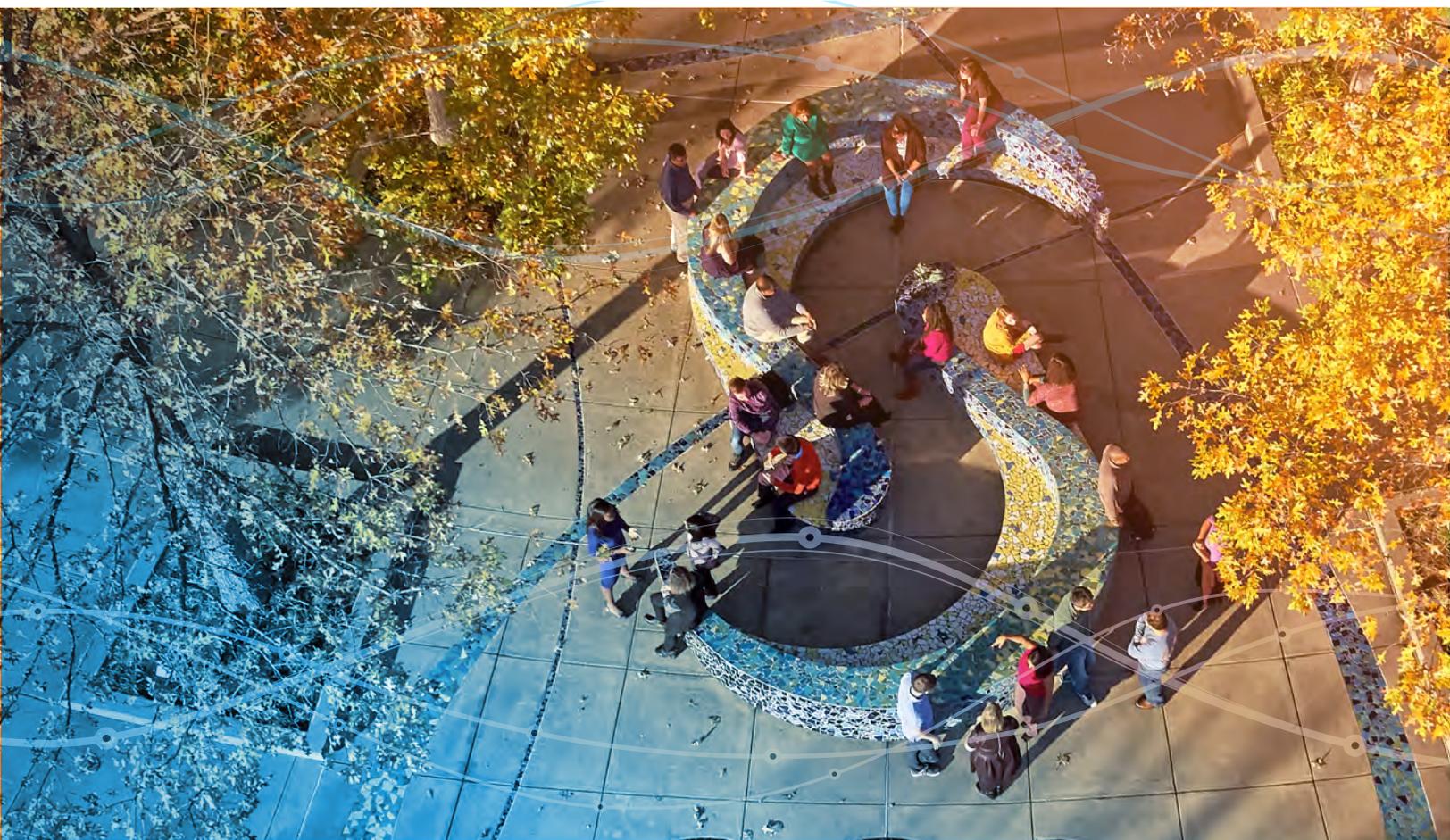# The Quality Imperative:
SAS Institute's Commitment to Quality

A corporate statement of SAS' commitment to product quality, service quality, and customer satisfaction

Work Environment

Corporate Services

The groups in Corporate Services are responsible for the safe and secure work environment of nearly 14,000 employees on the SAS Cary campus and at regional offices throughout the world. A Corporate Services Global Management team aligns operational processes around best practices and related business strategies globally. The Corporate Services Division works with offices globally to adhere to SAS' statement on sustainability. For more information, see **sas.com/csr**.

Corporate Real Estate

The Corporate Real Estate Department is responsible for global workplace solutions. This includes real estate strategy, space management, lease transactions, design and construction, office branding, art, furniture, and ergonomic support.

Facilities

The 300 developed acres that comprise the SAS Worldwide Headquarters campus are maintained by SAS' Facilities Department. This group is comprised of employees who work in Facilities Management, Facilities Services, Housekeeping, and Interior and Exterior Landscaping.

Security and Safety

SAS' Security and Safety Department provides a safe and secure work environment at SAS' Worldwide Headquarters and supports worldwide operations. The exact combination of safety and security measures is based on the needs of the location. One example of different needs is based on whether SAS leases a space within a secured building or owns a building. SAS deploys physical, personnel, electronic, and procedural measures, such as the following:

- Pre-employment screening.
- Security and safety awareness and education activities.
- Access control through staffed gates, card access readers, and security reception desks.
- Fire detection, alarm, and suppression (protection) systems.
- Closed circuit television (CCTV) system.
- Uniformed security personnel for both proactive deterrent patrols and various emergency and non-emergency (customer service) responses.
- Every U.S. regional office has CCTVs and card access readers.
- Most global spaces have property management companies that we rely upon who know the local constraints on securing buildings. For example, SAS ensures that access controls are in place in all global locations, but some countries will not allow CCTV.

SAS strives to continually provide all employees with the safety and health knowledge, tools, and environment needed to have a safe, healthy, and productive work life, minimizing the risk of accidents, injury, and exposure to health hazards. The Security and Safety Department fulfills these responsibilities by primarily focusing on these organizational goals:

- Prediction and assessment by evaluating the probability, criticality, and business impact of potential security and safety risks.
- Prevention and protection by implementing the necessary controls to minimize the negative business impact of identified security, safety, and fire risks while providing a safe and secure environment.
- Detection and investigation by identifying security-related exposures to emergencies and critical incidents to limit injury to people, as well as damage to property and the environment.
- Compliance with all local, state, and federal environmental regulations.
- In the U.S., the Safety Department is dedicated to ensuring compliance in accordance to the Occupational Safety and Health Administration (OSHA).

Security and Safety is also the point of contact for the following:

- Coordination of many safety programs, such as CPR, first aid, defensive driving, child safety, life safety, hearing conservation, respiratory protection, bloodborne pathogens, and similar initiatives.
- Administering a comprehensive program to prevent, identify, and correct Indoor Air Quality (IAQ) concerns and to strive to reduce our impact on the environment.
- Loss control services.

Access to SAS Data Centers is restricted to authorized employees and contractors who are tasked with maintaining the hardware or software in those environments, and business partners who support specific business operations.

- SAS Data Center management is responsible for authorizing and reviewing physical access monthly.
- Badge readers are located at each entry point to hosting rooms, and badges must always be worn and visible within the SAS Data Center.
- The SAS Global Hosting and US Professional Services environment for hosted customers requires additional badge readers and Personal Identification Number (PIN) codes.

Business Continuity Management

SAS' Business Continuity Management (BCM) program refers to the company's plans and procedures aimed at protecting key assets and continuing critical business functions in the event of anticipated and unanticipated threats. SAS' global BCM Program, initiated in 2004, helps inform organizational resilience and focuses in particular on business resumption and crisis management planning. Associated BCM activities include annual plan maintenance and testing, staff training and management program review. For additional information regarding SAS' BCM Program, please refer to **https://www.sas.com/content/dam/SAS/en_us/doc/other1/csr-continuity-of-business-107776.pdf**.

Supplier Diversity

SAS is committed to diversity among its suppliers. SAS customers represent a wide range of industries, people and locations–and wants this same level of diversity reflected in the supplier community.

The goal is to develop and maintain collaborative relationships with suppliers that meet SAS' global business needs. Any supplier that provides the goods and services relevant to SAS must demonstrate a "value-added" benefit. These benefits can include cost savings, competitive pricing, customer focusing, innovative business solutions, and a commitment to SAS' values.

Suppliers interested in doing business through our SAS Supplier Diversity Program must be 51% owned and operated by a woman, minority, veteran, person with disability, LGBTQ, or other socio-economically disadvantaged business. Businesses must be certified as "diverse" by a third-party agency and located within the United States.

As part of the Corporate Services Division, the supplier diversity team advances the goals and objectives of the company's supplier diversity initiatives. SAS is a member of the National Minority Supplier Development Council (NMSDC), the Women's Business Center of North Carolina, the North Carolina MWBE Coordinators' Network and The North Carolina Veteran's Business Association.

SAS also directs outreach, volunteer, partnership, and sponsorship efforts to many local, national, and global organizations. This year SAS supported and participated in outreach and training events with a variety of organizations that provide advocacy and economic opportunity to diverse and socio-economically disadvantaged businesses. A sampling of the organizations includes: The Canadian Aboriginal Minority Supplier Council, the local Small Business and Technology Development Center, the North Carolina Military Business Center, and the National LGBT Chamber of Commerce and Disability:IN.

Release Information
The version of this paper is January 2022.

Unless otherwise indicated, this document relates only to SAS 9.4, SAS Viya, and the products that are available with SAS 9.4 and SAS Viya. It also relates to services from the date of this paper forward. Quality processes are continually evolving. Therefore, SAS reserves the right to modify the processes described in this document at any time. If you are using SAS 9.4 and SAS Viya and have questions about processes in those releases, send email to **qualitypaper@sas.com.**

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