

# GLO.POL.MIM.001 Integrated Management System Policy

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<b>Group processes</b>	<b>Management processes - M</b>
<i>Process</i>	IMS Management - IM

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## 1. Introduction

The management team at Aizon is committed to the Integrated Management System (IMS) that complies with ISO 9001 and ISO 27001.

The system's goal is to ensure that the products and services that Aizon provides consistently meet or exceed the customer's expectations.

## 2. Purpose

This policy is designed to establish, implement and maintain Aizon's Integrated Management System (IMS) to ensure compliance with the requirements of ISO 9001 and ISO 27001, as well customer agreements.

## 3. Scope

The Integrated Management System (IMS) covers the following duties:

- Business development and sales
- People operations
- Develop internal procedures or processes
- Maintain and disposition records
- Procure goods and services
- Perform software design activities
- Write code
- Test and/or maintain artifacts
- Perform internal or external assessments
- Manage issues and associated corrective actions through resolution
- Develop services and projects to customers
- Provide customer support

## 4. Users

All Aizon's employees and persons working for or on behalf of Aizon.

## 5. Responsibilities

Aizon's Chief Executive Officer (CEO):

- Acts as the company authority for the Integrated Management System (IMS) Policy
- Ensures that departments fully cooperate with the implementation of the IMS requirements

## 6. Reference documents


- ISO 9001:2015 Quality management systems - Requirements
- ISO/IEC 27001:2013 Information Technology – Security Techniques – Information management systems – Requirements

## 7. Policy statement

Aizon establishes and maintains a system for performing activities in a reliable, safe, and quality manner based on the best practices and requirements set in ISO 9001, ISO 27001 and any other Aizon-generated requirements and policies.

Aizon recognizes that successful quality and information security management is fundamental to its business and is committed to the continual improvement of all relevant processes and procedures to ensure all standards are met and exceeded.

Aizon strives to provide a healthy and safe-working environment to all employees and provide products and services which satisfy customers.

 A successful implementation of the Integrated Management System (IMS) will directly translate into a high-level of quality and security for projects, services, and information systems for customers.

Quality Management System (QMS)	Information Security Management System (ISMS)
<p>Aizon is committed to quality in all aspects of its operation.</p> <p>A Quality Management System, based on the requirements of ISO 9001, formalizes this commitment and includes procedures that assist personnel with system application and continual improvement.</p>	<p>Aizon is committed to information security in all operational aspects.</p> <p>An Information Security Management System (ISMS), based on the requirements of ISO 27001, formalizes this commitment and includes procedures that assist personnel with system application and continual improvement.</p>
<p><b>Quality objectives:</b></p> <ul style="list-style-type: none"> <li>• Provide a high standard for Software-as-a-Service (SaaS) platform and corresponding services relevant to a customer's expectations and needs</li> <li>• Continual service quality improvement</li> <li>• Obtain and maintain ISO 9001 certification</li> </ul>	<p><b>Information Security objectives:</b></p> <ul style="list-style-type: none"> <li>• Integrate Information Security in the business objectives of Aizon as a distinguishable and competitive factor</li> <li>• Solve and reduce information security incidents in a timely manner</li> <li>• Ensure business continuity to maintain the highest levels of service quality</li> <li>• Promote internally a culture of responsibility and accountability for Information Security</li> <li>• Provide regular and transparent performance reports of the ISMS</li> <li>• Obtain and maintain the ISO 27001 certification</li> </ul>
<p><b>Specific objectives are established at various levels of the company and reviewed at regular intervals.</b></p> <p><b>The company is committed to:</b></p> <ul style="list-style-type: none"> <li>• Complying with the requirements of the Quality Management System</li> <li>• Improving business by continually improving the effectiveness of the Quality Management System</li> <li>• Achieving customer satisfaction by meeting or exceeding expectations</li> <li>• Promptly addressing customer feedback or complaints</li> <li>• Achieve statutory and regulatory requirements</li> <li>• Personnel training and development to ensure competency</li> </ul>	<p><b>Aizon's top management, based on the principles recommended in ISO 27001, is committed to:</b></p> <ul style="list-style-type: none"> <li>• Implementing internally and externally the principles outlined in this policy through publication and communication methods</li> <li>• Applying a strategy for Information Security management that aligns with Aizon's strategy</li> <li>• Securing an organizational infrastructure and support system, which ensures sustainability and the necessary evidences, based on the Information Security Risk Management</li> <li>• Securing resources for the operation and management of Information Security processes and activities</li> <li>• Promoting internally and externally the Information Security policy, and corresponding responsibilities for the processes</li> <li>• Providing regular and transparent performance reports on Information Security</li> </ul>
<p><b>The system for implementing quality and information security requirements must include at least controls for:</b></p> <ul style="list-style-type: none"> <li>• Developing usable and sustainable procedures and other implementation documents for Aizon's processes</li> <li>• Managing sales and customer support</li> <li>• Managing employee engagement and attrition</li> <li>• Training personnel who perform quality and information security-related functions, including inspections, testing, and audits</li> <li>• Managing training effectiveness</li> <li>• Qualifying suppliers</li> <li>• Inspecting and testing artifacts, systems, and platforms</li> <li>• Identifying and managing nonconformities</li> <li>• Monitoring for activities and behavior outside of accepted patterns</li> <li>• Engineering design for software, systems, and facilities</li> <li>• Managing services and projects to customers</li> <li>• Managing issues and corrective actions through resolution</li> <li>• Performing management assessments</li> <li>• Performing audits</li> </ul>	