

PROCESS: IMS Policy (Quality, Environment, Information Security & IT Service Management)

Process Owner: Bob Dalton – Chief Executive Officer
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It is Intact Integrated Services (Intact IS) policy to develop, implement and maintain an integrated quality, environment, information security and IT service management system that meets the requirement of and is certified to ISO 9001, ISO 14001, ISO 27001 and ISO 20000 standards.

The scope of this policy applies to all of Intact IS operations which provide business and technical consultancy and deliver lifecycle services to channel partners, including the design, build, implementation, support and optimisation of high-performance communication solutions with a focus on advanced network technologies.

Intact IS services include:

- consultancy around and implementation of unified communications solutions
- contact centre solutions
- managed outsource of IP based technical delivery teams
- maintenance and support of communications equipment
- physical communications infrastructure and cabling provision
- security solutions
- content management and IP based data centre technologies
- wireless applications and IP communications
- OSS design authority
- remote managed services

Our policy for maintaining the Intact IS Integrated Management System (IMS) is based on the fundamental principles of measuring and planning for continual improvement in the areas of quality, environment, information security and IT service management performance. This is achieved by establishing, implementing and reviewing objectives, which are documented and managed within the Company's Continuous Service Improvement Plan.

We will continually review the suitability of our integrated management system, procedures, technological advances and working practices in conjunction with

demands and expectations from our customers, employees and any person(s) working under the company's control, to ensure that they are appropriate to the nature, scale and impacts of the company's activities, products, services and risks.

Intact IS are committed to:

- Meeting or exceeding quality, environmental, information security and IT service management requirements as required by our customers, employees and parties working on behalf of Intact IS in the UK;
- Complying with all applicable quality, environmental, information security and IT service management statutory legislation and with any other regulatory, customer or third party requirements to which the company subscribes;
- Maintaining good business and profitable relationships with our clients, subcontractors, suppliers and other interested parties;
- Maintaining the awareness of all employees and person(s) working under the control of Intact IS in the UK so that they can identify and fulfil contractual, legislative and company quality, environment, health & safety, information security and IT service management responsibilities;
- Encouraging employees and person(s) working on behalf of the organisation to assist and participate in initiatives to improve their working environment;
- Continually improving the company's impact on the environment, preventing pollution and seeking to reduce the use of raw materials and natural resources;
- Co-ordinated integration and implementation of our service management processes to provide ongoing control, greater efficiency and opportunities for continual improvement;
- Adopting an integrated process approach to effectively deliver managed services to meet the business and customer requirements;
- Ensuring that information security decisions and investments are based on risk assessments of all relevant assets considering Integrity, Availability and Confidentiality;
- Minimising the business impact and deals effectively with security incidents;
- Protecting the Company's ongoing ability to meet contracted commitments through appropriate Business Continuity;
- Ensuring that operational services are not disturbed when responding to an incident or disaster that affects our business functions and ability to provide services to our clients;
- When responding to specific disruptors identified in the BCP, to re-establish Normal Activity Level or a sustainable on-going business level in as short a period as possible by taking those actions defined within the BCP;
- Communicating this policy and the results of our activities, to members of the company, person(s) working under the company's control and any other interested parties as appropriate.

This Policy Statement is on the Company website and available to any interested parties. It is communicated to all employees and person(s) working under the control of Intact IS and is supported by the Company's Integrated Management System Overview and Health & Safety Policy, which provide further details on roles & responsibilities. The Policy is reviewed on an annual basis by Intact IS senior management team.



Signed: _____
Chief Executive Officer

Date: 3 March 2011