

Integrated Management System Policy

04/10/2023

V1.0

Document details

Name	Integrated Management System Policy
Version:	1.0
Date	04/10/2023
Content	ISO Management systems policy
Project	
Status	Approved
Total pages	3

Distribution control

Recipient Organisation or Person	Planificación Fractalía Digital Signage for ESANo. of copies
Fractalía Remote Systems	1

Change control

Ver.	Reason for Change		Name	Date
1.0	Initial document	Author	MS Manager	04/10/2023
		Approved	MS Manager	04/10/2023

FRACTALIA is aware that protecting the environment, service quality, service management, data security and client continuity are critical resources and has therefore established an **Integrated Management System** in accordance with the requirements of **ISO/IEC 27001, ISO/IEC 20000-1, UNE EN ISO 9001, ISO 14001 and ISO 22301** standards to guarantee all of its systems with the aim of minimising the risk of damage and ensuring that established goals are met.

The objective of the Quality, Security and Service Management Policy is to determine the action framework needed to protect IT resources from internal, external, deliberate or accidental threats. The aim is to ensure compliance with information confidentiality, integrity and availability requirements, and to establish the measures needed to guarantee the quality of the services provided to clients.

The Committee responsible for approving, disseminating and ensuring compliance with this policy is directly responsible for its effectiveness and implementation. An **Integrated Management System Manager** has been appointed to act on its behalf and they are authorised to perform an active role in the Management System, supervising its implementation, development and maintenance.

The Committee will develop and approve the risk analysis method used at **FRACTALIA** to ensure that checks are made with regard to its service level, participating third parties, service life cycle and the context of the organisation.

Anyone whose work may directly or indirectly be affected by the requirements of the Integrated Management System is required to strictly adhere to this policy.

FRACTALIA has implemented and promotes the following measures:

- Comply with current legislation and other specific requirements and, in particular, any requirements related to data security and the environment.
- Ensure the confidentiality, availability and integrity of information managed by **FRACTALIA**, and encourage participating third parties to guarantee these parameters too.
- Avoid undue changes to information.
- Guarantee the security and sustainability of our facilities and resources.
- Ensure the availability of IT systems and the resources needed to implement the Integrated Management System both to provide the services offered to clients and for internal management.
- Ensure that the organisation is equipped to respond to an emergency and can re-establish critical services as quickly as possible
- Maintain the level of service provided to clients and guarantee its continuity.
- Communicate the importance of efficient service management.
- Encourage awareness and training in all areas.
- Establish objectives and goals that are tailored to performance assessment.
- Be committed to the continuous improvement of the Integrated Management System and keep the Management System updated, complying with the requirements of the adopted standards.
- Make employees and third parties aware of this policy, ensure compliance with the policy and see that it is used to support the creation of business objectives.
- Guarantee client satisfaction and the availability of any means needed to ensure the quality of our service.

Signed: Management