

## 2.1 Quality Policy

The MIS Group provides, through the trading subsidiaries, total computer system solutions and services to selected user groups including local authorities, emergency services, patient transport, housing organisations and commercial companies.

The scope of the QMS includes the supply and installation of computer hardware, IT Services, software systems, associated maintenance, support and training.

The QMS is maintained in accordance with the requirements of ISO 9001.

It is the policy of MIS Group Holdings trading subsidiaries provide customers with superior products, service excellence, technical support and professional services that will deliver complete satisfaction.

Top management is committed to:

- Compliance with the requirements of the quality management system.
- Delivering customer satisfaction.
- Continual improvement of products and services.
- Continual improvement of the effectiveness of the quality management system.
- Ensuring that the quality policy is communicated and understood throughout the organisation.
- Ensuring that the quality policy is reviewed for continuing suitability.
- Ensuring that measurable quality objectives are established.

The quality policy and quality objectives are reviewed for continuing suitability during management review in accordance with ISO manual Section 3.3.

## 2.2

## 2.3 ISM Policy

The scope of the ISM includes the supply of IT Services, network hardware, user training, consultancy and the provisioning of software applications to end users.

The scope of the ISM is indicated in the statement of applicability in relation to the services provided by Incline-IT. The ISM is maintained in accordance with the requirements of ISO 27001.

It is the policy of Incline-IT to provide customers with superior highly resilient and secure services through technical excellence, innovation, and a strong professional attitude. Customer satisfaction is the number 1 priority.

Top management is committed to:

- Compliance with the requirements of the ISMS.

- Delivering customer satisfaction.
- Continual improvement of services.
- Continual improvement of the effectiveness of the ISMS.
- Ensuring that the quality policy is communicated and understood throughout the organisation.
- Ensuring that the quality policy is reviewed for continuing suitability and relevance.
- Ensuring that measurable information objectives are established.

The ISM policy and ISM objectives are reviewed for continuing suitability during management review in accordance with ISO manual Section 3.3.

#### The Statement of Applicability

The statement of applicability covers the following area:

- A.5 Information security policies
- A.6 Organisation of information security
- A.7 Human resource security
- A.8 Asset management
- A.9 Access control
- A.10 Cryptography
- A.11 Physical and environmental security
- A.12 Operations security
- A.13 Communications security
- A.14 System acquisition, development, and maintenance
- A.15 Supplier relationships
- A.16 Information security incident management
- A.17 Information security aspects of business continuity management
- A.18 Compliance