


<b>POLICY</b>			
<b>INTEGRATED MANAGEMENT SYSTEM (IMS)</b>		<b>CODE:</b>	<b>PL-DGEC-001</b>
<b>ISSUE DATE</b>	<b>06/04/2024</b>	<b>VERSION:</b>	<b>0</b>

## 1. OBJECTIVE.

To establish guidelines for ensuring an Integrated Management System Policy aligned with iQtek's strategic vision.

## 2. SCOPE.

This policy applies to all iQtek personnel, processes, and operations related to customers and relevant stakeholders. It encompasses the requirements specified in ISO 9001:2015 for Quality Management Systems, ISO/IEC 27001:2022 for Information Security Management Systems, and ISO/IEC 20000-1:2018 for IT Service Management.

## 3. POLICY DEFINITION AND RESPONSIBILITIES

### 3.1. POLICY

At iQtek, we are committed to excellence in designing, developing, and marketing solutions for IT monitoring, support, and management. Our focus includes incident prevention, protection, and response, as well as strengthening cybersecurity awareness for our clients. To fulfill this commitment, we adhere to the following principles, in accordance with the requirements of ISO 9001:2015, ISO/IEC 27001:2022, and ISO/IEC 20000-1:2018:

#### 1. Customer Satisfaction:

We commit to understanding our customers' needs and expectations, providing solutions that meet legal and regulatory requirements, and ensuring their satisfaction through the delivery of quality and reliable services.

#### 2. Leadership and Commitment:


iQtek's leadership is dedicated to implementing, maintaining, and continuously improving the Integrated Management System (IMS). They provide necessary resources and lead by example in matters of quality, security, and service.

#### 3. Process-Based Approach:

We adopt a process-based approach for effective management of activities and operations, integrating processes related to IT solution design, development, marketing, monitoring, support, and management.

#### 4. Continuous Improvement:

We pledge to continually enhance IMS effectiveness by identifying areas for improvement, implementing corrective and improvement actions, and setting measurable and achievable quality, security, and service objectives.

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**5. Risk Management:**

We proactively implement an approach to identify, assess, and mitigate risks associated with our activities and operations, including information security risks and those related to cybersecurity.

**6. Information Security:**

We commit to protecting the confidentiality, integrity, and availability of our clients' information by implementing appropriate security controls and complying with ISO/IEC 27001:2022 requirements.

**7. Customer Service:**

We make sure to provide quality service to our clients, ensuring the availability, reliability, and security of our IT solutions. We promptly and effectively respond to incidents and customer needs.

This Integrated Management System (IMS) policy is communicated, understood, and implemented throughout iQtek's organization and relevant stakeholders. It is periodically reviewed to ensure its suitability and effectiveness in achieving our quality, security, and service objectives.

**3.2 Responsibilities for Policy Implementation:**

**3.2.1** Communicate this policy to all individuals within the organization and make it available to relevant stakeholders.

**3.2.2** Ensure clear understanding of the policy throughout the organization.

**3.2.3** Provide a framework for establishing IMS objectives.

**3.2.4** Review this policy at least once a year to determine its ongoing appropriateness for the organization's purpose.

**3.2.5.** Compliance with this policy and its procedures is essential for our collective success.

If you have any further questions or need additional assistance, feel free to ask!

**4. APPROVALS AND CHANGE CONTROL**

Version	Description of the Change	Performed by	Reviewed by	Approved by	Date of Approval
0	Document Creation	Director of Strategic Quality Management	VP of Operations	President, CEO	17-06-2024
<b>Signature</b>		