



QUALITY & INFORMATION SECURITY MANAGEMENT SYSTEM POLICY

Support Solutions Hub (Pvt.) Ltd is a business process outsourcing company that provides Contact

Support Solutions Hub (Pvt.) Ltd has implemented a comprehensive Quality & Information Security Management Policy as part of its 27001,9001 certifications.

Support Solutions Hub (Pvt.) Ltd aim is to maintain and continually improve its Quality & Information Security Management Systems (QMS/ISMS) by implementing quality & information security policies including access control, acceptable use, clear desk clear screen, encryption, anti-malware, password protection, etc. and to adhere to the ISMS practices which are in compliance with industry best practices.

Support Solutions Hub (Pvt.) Ltd works within the framework of the Local and National Government's requirements in the jurisdictions where it operates, whilst also fulfilling its contractual obligations. This is to ensure the protection of all its information assets from all threats – internal or external, deliberate or accidental, and natural disasters.

To achieve these objectives **Support Solutions Hub (Pvt.) Ltd** will ensure that:

- Business & Client requirements for quality & information security are met.
- Confidentiality, Integrity, and Availability of information is maintained throughout the process flow.
- All corporate assets (tangible/intangible) are held in a physically and logically secure environment.
- Risks to all corporate assets (tangible/intangible) are assessed and against all identified risks appropriate contingency and mitigation plans are defined.
- Employees are provided with safe working environments in compliance with best industry practices.
- All personnel are trained on information security procedures.
- Physical, Logical, and Remote access to all corporate assets (tangible/intangible) is monitored and controlled.
- Business continuity plan is established, maintained, tested, and updated as per the requirements.

This policy has been approved by the **Support Solutions Hub (Pvt.) Ltd** CEO and shall be reviewed by the senior management team in management review meetings.

APPROVED BY (CEO): 

DATE: 01-SEP-2024