Document & Data Control

1. Document Information

Name:	SSH Quality Management & Information Security Policy
Version:	1.2
Author(s):	IS & Compliance Manager
Reviewer:	GM
Approver(s):	Directors
Creation Date:	9/3/2024
Distribution:	All Staff
Issue Date:	07/28/2026

2. Revision History

Author	Date	Version	Description
Fawad Qamar	9/1/2024	1.0	Minor changes to the document as per ISO 27001 2022 version
Ali Murtaza	10/17/2025	1.1	Minor changes to the document as per ISO 27001 2022 version
Ali Murtaza	07/28/2026	1.2	Update the document as per company all locations

Copyright © SUPPORT SOLUTIONS HUB Pvt. Limited. All rights reserved Unauthorized copy or use of this document is strictly prohibited

SSH Quality & Information Security Management System Policy

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

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 Governments' 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.

This policy defines the commitment of **Support Solutions Hub (Pvt.) Ltd** to establish, implement, maintain, and continually improve its integrated Quality, Information Security System (QMS/ISMS) in alignment with ISO 9001, 27001 standards.

Support Solutions Hub (Pvt.) Ltd is dedicated to the continual improvement of the effectiveness of its QISMS through audits, reviews, performance monitoring, and feedback.

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 applies to all Support Solutions Hub locations, departments, employees, contractual personnel and relevant third parties within the defined scope of the Integrated Management System.

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



Approved By (CEO): _____ Date: 28-July-2026

Copyright © SUPPORT SOLUTIONS HUB Pvt. Limited. All rights reserved Unauthorized copy or use of this document is strictly prohibited