



## Integrated Management System Policy

IOG Global is committed to delivering high-quality, secure, and reliable business process outsourcing (BPO) services by integrating the principles of ISO 9001:2015 (Quality Management) and ISO 27001:2022 (Information Security Management) into all business operations.

We aim to achieve customer satisfaction, operational excellence, and information protection through the continual improvement of our Integrated Management System (IMS).

- Delivering services that consistently meet or exceed client, statutory, and contractual requirements
- Safeguard the confidentiality, integrity and availability of all information handled by the organisation
- Maintain a risk-based, process-oriented approach to manage quality and security across all departments
- Empower employees through training, awareness, and engagement to uphold IMS objectives
- Implement and regularly test business continuity and incident response mechanisms
- Ensure the competence, integrity, and accountability of all personnel involved in information processing
- Establish measurable objectives to enhance customer satisfaction and reduce service errors
- Perform regular internal audits, management reviews, and risk assessments to drive improvement
- Protect the organization's reputation and stakeholders' trust by ensuring compliance with applicable laws, data protection regulations, and client requirements
- Continuously improving processes, technology, and systems to align with evolving business and security needs