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# Integrated Management System Policy

Version: 01

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## **CACTTUS' POLICY**

### **FOR INTEGRATED MANAGEMENT SYSTEM CONSISTED OF QUALITY AND INFORMATION SECURITY MANAGEMENT SYSTEM**

(ISO 9001:2008 – 4.2.1 b), 5.3 refers)

It is CACTTUS' management policy to develop, implement and maintain an Integrated Management System consisted of Quality Management System based on ISO 9001:2008 and Information Security Management System based on ISO 27001:2005.

The scope of this policy applies to all of CACTTUS' operations including:

- *Training and certification*
- *Software development*
- *System Integration*
- *Sales and marketing*
- *Administration and Finance*
- *Consulting and Business Intelligence*

Our policy for maintaining the CACTTUS' Integrated Management System is based on the fundamental principles of measuring and planning for continual improvement in the areas of Quality and Information Security performance. This is achieved by establishing, implementing and reviewing objectives, which are documented and managed within the company's Continuous service improvement plan. We will continually review the suitability of our integrated management system, procedures, technological advances and working practices in conjunction with demands and expectations from our customers, employees and any person(s) working under the company's control, to ensure that they are appropriate to the nature, scale and impacts of the company's activities, products, services and risks.

CACTTUS management team is committed to:

- 🌱 Identifying, meeting or exceeding Quality and Information Security requirements as required by our customers, employees and parties working on behalf of CACTTUS wherever they are;
- 🌱 Complying with all applicable Quality and Information Security Statutory legislation and with any other requirements that affect our activity and our products and to which the company subscribes;
- 🌱 To provide top quality products and services which satisfy the necessities and expectations of our customers regarding quality, characteristics, reliability and safety at an adequate market price
- 🌱 Maintaining good business and profitable relationships with our clients, subcontractors, suppliers and other interested parties;
- 🌱 Maintaining the awareness of all employees and person(s) working under the control of CACTTUS so that they can identify and fulfill contractual, legislative and company Quality, and Information Security responsibilities;
- 🌱 Encouraging employees and person(s), working on behalf of the organization, to assist and participate in initiatives to improve their working environment;
- 🌱 Coordinated integration and implementation of our service management processes to provide ongoing control, greater efficiency and opportunities for continual improvement.
- 🌱 Adopting an integrated process approach to effectively deliver products and services to meet the business and customer requirements;
- 🌱 Ensuring that information security decisions and investments are based on risk assessments of all relevant assets considering Integrity, Availability and Confidentiality;
- 🌱 Reducing the risks associated with the dangers and security incidents to employees, contractors, visitors, its facilities and the environment to the lowest level possible.
- 🌱 Minimizing the business impact and deals effectively with security incidents;
- 🌱 Protecting the Company's ongoing ability to meet contracted commitments through appropriate Business Continuity;

- Ensuring that operational services are not disturbed when responding to an incident or disaster that affects our business functions and ability to provide services to our clients;
- When responding to specific disruptors identified in the BCP, to re-establish Normal Activity Level or a sustainable on-going business level in as short a period as possible by taking those actions defined within the BCP;
- Communicating this policy and the results of our activities, to members of the company, person(s) working under the company's control and any other interested parties as appropriate.

This Policy Statement is on the CACTTUS' Company website and available to any interested parties. It is communicated to all employees and person(s) working under the control of CACTTUS and is supported by the Quality policy, Information Security Management System policy and the Company's Integrated Management System, which provides further details on the roles & responsibilities. The Policy is reviewed on an annual basis by CACTTUS' management team and the Quality and Information Security Manager.

Lulëzon Jagxhiu  
Managing Director

Date:  
8/5/2009