

Integrated Management System (IMS) Policy

Quality at the heart of product, service and installation

The company is dedicated to this Policy which will ensure that its services fully meet the requirements of its customers at all times. The goal of SIRE is to achieve a high level of customer satisfaction. Commitment to the implementation of supporting managerial and operational systems is essential to realising that goal. It is the company's intention to maintain its position as a market leader with respect to the quality of service.

SIRE believes in the concept of client and supplier working together in pursuing this Policy and in continually striving for improvements in service quality and security.

The Policy is based on three fundamental Objectives:

- Ensuring that we fully identify and conform to the needs of our interested parties, in particular our customers;
- Looking at our service provision process, identifying risks and opportunities taking the necessary action;
- Everyone understanding how to do their job and doing it right first time.

This policy supports the fundamental company objectives; these are driven by SIRE's senior management and supported by objectives set at the appropriate functional level:

- Provision of a structured approach to information security and quality management for all customers and stakeholders;
- Maintenance of awareness programmes specifically regarding the scope of the IMS;
- Continuous improvement of our IMS;
- Increasing the maturity of our system controls to enhance the protection of information assets;
- Compliance with the legal and regulatory framework under which our business operates;
- Reporting and investigation of all non-conformances for quality and information security, including suspected weaknesses as per our Incidents, Corrective and Preventive Action Process;
- Continual assessment, management and treatment of quality & information security risks;
- Using effective controls to develop appropriate practices, procedures and technology to implement protection of assets that process, store and/or transmit SIRE information in respect to Confidentiality, Integrity and Availability (CIA).

Targets will be set at management review which support the stated objectives and provide methods for the pursuit of continual improvement.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct processes and procedures are followed to meet those requirements.

The Policy and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.



Russell Cook
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18/08/2021



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