



QUALITY AND INFORMATION SECURITY POLICY

ISO/IEC 27001:2022 and ISO 9001:2015 Compliant

Purpose

VILCOM Networks Limited is committed to delivering high-quality internet services, web development, and hosting solutions to our valued customers while ensuring information confidentiality, integrity, and availability. Our Integrated Management System (IMS) policy is designed to align with the requirements of ISO/IEC 27001:2022 (Information Security Management) and ISO 9001:2015 (Quality Management).

Scope

This policy applies to all activities and processes involved in the provision of our internet services, web development, and hosting solutions, including customer support and care. It applies to all employees, contractors, and other stakeholders involved in our operations.

Policy Statements

1. Customer Focus and Quality Assurance

- We strive to understand and meet the needs of our customers, aiming to exceed their expectations through reliable, secure, and innovative solutions.
- VILCOM Networks Limited is committed to providing high-quality services by adhering to well-defined processes, monitoring customer feedback, and continuously improving our quality management practices.
- We establish clear objectives and performance metrics to evaluate and enhance customer satisfaction, service quality, and delivery timelines.

2. Information Security and Risk Management

- We are dedicated to safeguarding the confidentiality, integrity, and availability of our information assets and those of our customers. This commitment includes identifying, evaluating, and mitigating information security risks.
- Access to information is restricted based on defined roles, ensuring that only authorized personnel handle sensitive data.
- All employees, contractors, and stakeholders are required to comply with information security protocols, participate in regular training, and promptly report any suspected security incidents or vulnerabilities.

3. Compliance with Legal, Regulatory, and Contractual Requirements

- We ensure that our operations and information management practices comply with all relevant legal, regulatory, and contractual obligations.
- VILCOM Networks Limited maintains transparent policies and procedures to protect customer data, privacy, and intellectual property, following industry best practices and applicable legislation.

4. Continual Improvement and Innovation

- We are committed to continually improving our Integrated Management System and service delivery by setting, reviewing, and revising quality and security objectives.
- Feedback from customers, employees, and other stakeholders is actively encouraged and used to drive innovation and process improvements.
- Regular internal audits, management reviews, and risk assessments are conducted to evaluate and enhance our IMS, keeping pace with evolving customer needs and technological advancements.

5. Employee Involvement and Accountability

- VILCOM Networks Limited promotes a culture of responsibility and accountability among all team members, emphasizing the importance of their roles in maintaining high-quality services and safeguarding information security.
- We provide ongoing training and development opportunities to ensure that all employees have the skills, knowledge, and awareness to support the IMS and fulfill their responsibilities effectively.

Review and Communication

This policy is communicated to all employees and made available to interested parties upon request. It will be reviewed annually, or as required, to ensure continued alignment with the goals and evolving needs of VILCOM Networks Limited and its customers. Any updates to the IMS policy will be promptly communicated to all relevant stakeholders.

Approved by: *Peter Kipkoech*

VILCOM Networks Limited Management

Classification: Public

Date: 14th November 2024

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