

## Rack Centre (IMS 1) Policy Statement

### 1. Introduction

Rack Centre is committed to maintaining the highest standards in information security, business continuity, and service management. Our Integrated Management System (ISMS, BCMS&SMS) ensures the protection of our assets, the continuity of our operations, and the delivery of exceptional service to our clients.

### 2. Information Security

We prioritize the confidentiality, integrity, and availability of our information assets. Our information security measures include:

- Implementing robust access controls to safeguard data.
- Regularly updating and patching systems to protect against vulnerabilities.
- Conducting regular security awareness training for all employees.
- Monitoring and responding to security incidents promptly and effectively.

### 3. Business Continuity

To ensure the resilience of our operations, Rack Centre has established a comprehensive business continuity framework:

- Developing and maintaining business continuity plans for all critical processes.
- Conducting regular risk assessments and impact analyses.
- Testing and reviewing our business continuity plans through regular drills and exercises.
- Ensuring that our supply chain partners adhere to our business continuity requirements.

### 4. Service Management

Our commitment to exceptional service management is reflected in the following practices:

- Adopting industry best practices for IT service management.

- Continuously improving our service delivery processes through regular reviews and customer feedback.
- Ensuring that all service level agreements (SLAs) are met and exceeded.
- Providing ongoing training and development for our service management team.

## **5. Compliance and Continuous Improvement**

Rack Centre is dedicated to complying with all relevant laws, regulations, and standards. We are committed to the continuous improvement of our Integrated Management System by:

- Regularly reviewing and updating our policies and procedures.
- Conducting internal and external audits to ensure compliance and identify areas for improvement.
- Encouraging a culture of continuous improvement and innovation among our employees.

## **6. Responsibilities**

All employees of Rack Centre are responsible for understanding and complying with this IMS policy. Specific roles and responsibilities are assigned to ensure the effective implementation and maintenance of our Integrated Management System.

## **7. Conclusion**

Rack Centre's Integrated Management System reflects our commitment to protecting our assets, ensuring business continuity, and delivering exceptional service. We will continue to enhance our IMS to meet the evolving needs of our clients and stakeholders.

While the Executive Leadership Team is accountable for implementing and monitoring this Policy, all employees and people working on our behalf must share these commitments and take ownership.