

# INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY



## VISION

Empowering Progress, Enriching Futures

## MISSION

To drive sustainable growth, deliver exceptional value to our stakeholders, and contribute positively to the communities we serve. We strive to be the trusted partner of choice, harnessing the power of technology to transform businesses and enhance the quality of life

## IMS Policy Statement

### "GET IT RIGHT"

"We are committed to providing quality services that satisfy our customers and stakeholders' needs and requirements by ensuring our IT services meet the agreed service level, maintain Confidentiality, Integrity and Availability/Accessibility (CIA) of our critical information, processing facilities, and services. We shall manage, protect and ensure that our IT services continue to be available during crisis. We shall endeavor to create a resilient organization that considers all business risk by establishing a risk based decision making process. Additionally, we uphold a strict anti-bribery policy to maintain integrity and ethical standards in all business dealings.

**Get It Right means all deliverables comply with the planning and regulatory requirements to achieve customer satisfaction and continuous improvement.**

To fulfill this commitment, FGV PRODATA has implemented and maintained an Integrated Management System complying with ISO 9001:2015 (QMS), ISO/IEC 27001:2013 (ISMS), ISO/IEC 20000-1:2018 (ITSMS), ISO 22301:2019 (BCMS), and ISO 37001:2016 (ABMS)

PRODATA shall ensure the following:

- ✚ Continually measure service quality, delivery and improve customer satisfaction.
- ✚ Develop our services range in line with changing technology and business environment.
- ✚ Provide a fast response in the provisioning services and handling customers' inquiries.
- ✚ Ensure awareness and involvement of personnel throughout the organization in achieving these objectives.
- ✚ Develop and maintain a highly committed and competent professional team to ensure service quality, security, and business continuity.
- ✚ Uphold a strict anti-bribery policy to maintain integrity and ethical standards in all business dealings.

This policy is applicable for all FGV PRODATA personnel, associates, and business partners to overall customer and stakeholder satisfaction.

**SHAMSURI JASRI BIN ABDUL RAHMAN**  
Officer In Charge as CEO  
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