Quality Management, IT Security and Environmental Policy

Silver Lining Convergence are a provider of Information Technology, Telephony, wide & local area network data solutions, cloud services and mobile solutions. The solutions we provide can be both cloud based and on premise, sometimes with a hybrid of both. We specialise in bringing together the best in breed of technology across these areas to provide our customers with solutions from single service provision to fully managed multi discipline solutions. The security of our information and other assets is therefore regarded as fundamental to the successful operation of the business.

Silver Lining Convergence Limited recognises its responsibility to, and commits to:

- Conduct our business in compliance with all applicable laws, regulations, requirements, and codes of practice.
- Operate in accordance with our ethical and societal responsibilities.
- Contribute to sustainable development, prevention of pollution and ongoing energy management.
- Listen to our customers and provide proactive solutions to their explicit and unstated expectations.
- Continual improvement of the business through measurement of performance in all areas, acting upon the results of these measures underpinned by the key business objectives.
- Continual improvement in the suitability, adequacy, and effectiveness of our management systems.
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Silver Lining Convergence Limited will achieve this by:

- Operating an integrated approach to audited standards for:
  o Product Safety and Quality, (ISO9001:2008)
  o Environment (ISO 14001:2004)
  o Information Security (ISO 27001:2013
- Implementing this policy in all areas and activities under the control of the Management Team, by providing the necessary information, documentation, resources and communication to all areas of the business. The effective implementation of the policy by the management team requires the co-operation and active involvement of each and every employee, at all levels and in all areas.
- Maintaining confidentiality, integrity, and availability of information.
- Handling information appropriately and according to its data classification.
- Preventing disruption to work being undertaken that lead to financial loss or loss of reputation to the business.
- Ensuring business continuity and minimising business damage by managing and minimising the impact of information security incidents
- Providing the necessary training, skills and tools to all our employees to make this achievable and ensure standards are maintained and improved, and that employees can develop to their full potential.
- Evaluating all areas that are critical to our operation and stakeholders, setting and reviewing defined targets, objectives and actions as defined in our business strategy to enable continual improvement in our products, processes, Quality, Occupational Health & Safety and Environmental Management systems.
- Integrate environmental management into our day-to-day operations and provide appropriate awareness and necessary training to staff.
- Proactively maintain a legal compliance checklist.
- Communicate and live our Values and Mission.

Allan Packer - Managing Director

Signature   *A Packer*

Date: 08/11/21

Revision Changes

Rev.No.	Date	Description of Change	Authorised by
2	08/11/21	Document reviewed no changes needed.	