

# ControlPoints

## Quality Policy



**Date**

January 1, 2014

**Target Audience**

All Employees & Business Partners

**Issuer & Approver**

Office of the President

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### Commitment of Top Management

At ControlPoints, Quality is an integral part of our Corporate Business Principles. These principles guide our actions to deliver services and products that are safe, compliant and preferred by our customers. They are essential for the achievement of our ambition to be recognized and trusted as the leading information security firm.

At ControlPoints, our commitment is to never compromise on the safety, compliance and quality of our services and products. This requires everybody – employees and trusted business partners – to be engaged, to understand their responsibility in achieving our quality objectives and to be empowered to take action in order to protect our customers and our brands.

Our Quality Policy summarizes the essential elements of our commitment for excellence and includes:

- Fostering a quality culture with the objective of providing services with the greatest level of detail and thoroughness and developing products with zero defects

that are trusted and preferred by our customers;

- Complying with relevant laws and regulations as well as internal requirements;
- Continuously challenging ourselves to improve the quality management system to guarantee information security, prevent quality incidents and eliminate defects through the review of quality objectives and results;
- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication.

At ControlPoints, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and resources and we will ensure that Quality Policy is reviewed annually and communicated to all employees and third parties.

Quality is about trust. Each and every one of us has the power to influence this trust through our dedication to the quality of our services and through our passion and leadership.

All personnel are required to be aware of their responsibilities in respect of the Quality Policy, Procedures and Instructions. Personnel are to apply them in relation to their responsibilities and the performance of their work.

- Office of the President

## Quality Policy

Quality is all about the trust of our **Customers**.

At ControlPoints, Quality is the foundation of our company and is fully embedded in our Information Risk Management promise because our services are chosen by many organizations to fulfil their critical business needs.

This trust is based upon our quality image and our reputation for consistently delivering high quality services. It has been built up over many years. Every service and every customer contact helped to shape this trust. A ControlPoints brand name on a deliverable is a promise that it is of the highest business caliber, that it complies with all relevant laws and regulations and that it constantly meets our high standards of Quality.

Each and every employee is involved in and dedicated to achieving high Quality standards for our customers through the application of the ControlPoints Quality Management System (CPQMS), which is an integral part of the management methodology of the organization and is designed to enhance and perpetuate the reputation of ControlPoints as an expert risk management, cyber security, audit, and advanced analytics firm of reliable quality services.

To sustainably create value and to effectively and efficiently build customer trust, Quality at ControlPoints is to:

1. Guarantee **safety and full compliance** by respecting our policies, principles and standards with full transparency,
2. Ensure **preference and consistency** to protect customers by valuing what they value and by offering products, systems and services that fulfill the customer's slated requirements and expectations,
3. Strive for **zero defects and no waste** by constantly looking for opportunities to apply our continuous improvement approach to deliver competitive advantage, and
4. Engage **everybody's commitment** across our complete value chain and at all levels of our organization to build the ControlPoints Quality Culture.
5. Competent and dedicated employees are the cornerstone for achieving and maintaining a quality oriented organization. Such workers will be **recognized and rewarded** accordingly.
6. ControlPoints' management will act to ensure that its quality policy is **understood, implemented, and maintained** at all levels in the Company and **with business partners**.
7. The Company will supply all the **resources needed to implement** an effective quality system.
8. It is Company policy to achieve continuous improvement of quality by **setting measurable goals**.
9. The Company's activities in all areas stress non-conformity **prevention**, with the emphasis of building quality into our products and services.
10. **Quality has no limits**. As a Company we are committed to a continual process of ongoing improvement.

In addition, ControlPoints complies with applicable legislation and regulations as well as the recommendations and ethics of industry bodies to which it subscribes. This commitment extends to the continual improvement of quality and environmental performance together with the prevention of pollution.

ControlPoints appreciates and emphasizes to staff the use of standard formats as a means of ensuring quality standards are maintained to a consistent level thus meeting the needs and expectations of customers. The aim of standardization is not to remove flexibility but to provide a medium of documentation and communication relevant to the business in general and to a specific contract in particular. This ensures that the work undertaken can be monitored and audited in order to confirm compliance with the contract and the ISO standard.

Maximum effort is directed towards providing satisfactory services whilst ensuring that any problems that do arise are resolved in an expedient and professional manner.

### The ControlPoints Quality Management System

The ControlPoints Quality Policy is achieved through the implementation of the ControlPoints Quality Management System (CPQMS). All functions across the value chain are responsible for achieving Quality objectives and continuously improving Quality performance. The Quality Function acts as the guardian and the challenger of the CPQMS.

Management by process is an essential principle of CPQMS. It provides the framework for attaining and maintaining compliance, measuring performance and continuing to achieve information protection.

We ensure full alignment of CPQMS to ISO Quality standards. CPQMS is implemented across our organization and verifiable by independent third party certification bodies. We expect that our external business partners (vendors, joint ventures, and customers) demonstrate their alignment with our requirements to achieve information security and compliance.

We foster a quality culture by developing quality awareness through the organization and encouraging a management attitude that anticipates potential Quality issues. We empower all ControlPoints personnel with the necessary competencies and tools in order to consistently fulfill policies, principles and standards. We continuously improve by challenging ourselves. We involve all employees and business partners across the whole Value Chain to achieve and maintain consumer trust.

The CPQMS is composed of three main elements:

**The Quality Standards** capture the knowledge and expertise of ControlPoints professionals to ensure a consistent application of what we know. Quality standards incorporating centrally established generic and service-specific requirements are managed through locally defined operating quality manuals. Country specific standards, based upon local regulatory requirements, are incorporated at the local level.

**A Continual Improvement Management Cycle** to ensure an effective and efficient management of Quality processes, to measure performance, and drive the enhancement of our Quality culture.

**A Process-Based Management System** encompassing the whole value chain in which all functions are responsible to define and manage the processes they own which can impact on product safety, compliance and information protection. Support Functions provide assistance, expertise and tools in order to meet the CPQMS requirements and to achieve the quality objectives.