ISO Management System Policy

According to G-Able Group, the ISO standard has been applied as a guideline for internal operations and as a mechanism to drive the organization along with applying for ISO certification in various fields as follows:

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| ISO9001:2015 | - Quality Management System Standards |
| ISO27001:2013 | - Information Security Management System Standards |
| ISO20000-1:2018 | - IT Service Standards |

To operate effectively and continually, it is advisable to announce the use of ISO Management System Policy in conjunction with all three standards as follows:

**"Improve services to be international standards, providing trust of the information security,**

**continuously run business and enhance the customer experience thru customer lifecycle journey."**

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| **International standards** | refer to | The organization is committed to quality work in order to satisfy customers with continuous improvement |
| **Trust of the information security** | refers to | Ensuring our customers trust that we can secure customer-related data in terms of confidentiality, integrity and availability at all times |
| **Continuously run business** | refers to | Provide continuous uninterrupted service by preparing a preventive and preparedness plan for crisis management |
| **Customer experience** | refers to | The interactions between the organization and its business prospects along the journey from perception, purchase decision, implementation and ultimately to repeat customers |