

Quality and Information Security

Management System Policy

(ISO 9001:2015 – 5.2; ISO 27001:2013 – 5.2 refers)

1. Introduction

TRAJKOVSKI & PARTNERS CONSULTING has adopted a set of policies that reflects its commitment to information security and the provision of high quality management consulting services and their continuous improvement. These policies are reviewed annually, on a Management Review Meeting.

This policy statement demonstrates the commitment given to quality and information security assurance and the efforts being made to comply with best professional management consulting practice.

Through our Integrated Quality and Information Security Management System, we aim to ensure that the services we deliver fully meet the expectations of our clients.

Through this policy we, at **TRAJKOVSKI & PARTNERS CONSULTING**, as well show compliance with the applicable legal requirements.

2. Our Business

TRAJKOVSKI & PARTNERS CONSULTING is a small management consultancy practice offering management consulting services to both private and public sector organizations, but as well to organizations seeking to work with these sectors.

Our existing and prospective client base demands excellence and ultimately our business depends on providing our clients with superior advice and continuous support.

The commitment we undertake in this policy statement therefore reflects the nature of our business.

3. Statement of Intent

It is the policy of **TRAJKOVSKI & PARTNERS CONSULTING** to apply effective and appropriate quality management procedures to all of its contracts and projects and to apply quality standards in the most practical and reliable manner consistent with our client's specifications and requirements. Also, to apply effective and appropriate information security set of controls, this may be policies, practices, procedures, organizational functions and software functions. And all of them will be aligned with the **TRAJKOVSKI & PARTNERS CONSULTING** business strategy and objectives.

It is also our intent, to try to the best of our possibilities, to continually improve our Integrated Quality and Information Security Management System and the way we do our work, in line with modern practices and technologies.

The Company's policies and procedures on quality and information security are supported by the company's commitment to continuing professional development and training for its employees.

Our approach to quality assurance includes agreeing with the client the nature, amount and timing of the outputs to be delivered during the course of the project/assignment. In all cases we will seek to agree this with the client at the earliest stage of the project, and ideally before we actually start our work (although it is recognized that it will not be possible to do so in every case). Our activities related to realization of projects follow recommendations of industrial best practices and guidance such ISO 10006 Quality Management Systems – Guidelines for quality management in projects, PMBOK, and similar other sources.

We treat our client information with the outmost care. In all cases **TRAJKOVSKI & PARTNERS CONSULTING** will seek the client's approval of use of sensitive client's information as defined in our contract.

TRAJKOVSKI & PARTNERS CONSULTING will ensure that the following quality management principles are uphold:

- **Client focus** – understand current and future Client needs, meet Client requirements and strive to exceed Client expectations.
- **Leadership** – creating environment for full involvement of the employees in achieving the organization's objectives.
- **Involvement of people** – ensuring company's maximum benefits by encouraging a supportive and productive work environment.
- **Process approach** - achieving the desired results more efficiently by managing resources and activities as process with adequate feedback loops.
- **System approach to management** – managing a system of interrelated activities contributes to efficiency and effectiveness of the company.
- **Continual improvement** – improving the management system, procedures, practices and controls in order to enhance the company's ability to meet its requirements and increase Client satisfaction.
- **Factual approach to decision making** – effective decision are based on logical or intuitive analyses of data and information.
- **Mutually beneficial supplier / partner relationships** – creating value between the company and its suppliers / partners.

TRAJKOVSKI & PARTNERS CONSULTING will ensure that the following information security requirements are met:

- Information is **protected against unauthorized access**
- **Confidentiality** of information is assured
- **Integrity** of information and service is maintained
- **Availability** of information and service is maintained
- **Authentication** ensures only authorized user access
- **Regulatory and legislative** requirements are met
- **Contractual security** obligations are considered
- **Business Continuity plans** are produced and maintained to support this policy
- **Information security training** is available to all employees
- **All breaches of information security**, actual or suspected, are reported to, and investigated by the **Quality and Information Security Manager (QISM)**
- Appropriate action is taken to deal with the consequences of **IS policy violations**.

4. Responsibilities

The Managing Director

- ✓ Holds ultimate responsibility for the Integrated Quality and Information Security Management System ensures adherence to the Quality and Information Security Policy.
- ✓ Holds responsibility for the continuous improvement of the effectiveness of the Integrated Management System through the Quality and Information Security Policy, Quality and Security Objectives, audit results, monitored events, corrective and preventive actions and the management review.
- ✓ Hold responsibility for providing the necessary recourses for implementation and maintenance of the Quality and Information Security Management System
- ✓ Reviews the policy on regular intervals to ensure appropriateness.
- ✓ Review the quality and information security objectives on regular intervals to ensure alignment to the business strategy and objectives.

Quality and Information Security Manager

- ✓ Holds responsibility for continuous improvement of the effectiveness of the Integrated Management System.
- ✓ Holds direct responsibility for maintaining the Quality and Information Security Management System, Quality and Information Security Policy and giving directions for its implementation.
- ✓ Holds responsibility for ensuring effective implementation of the Quality and Information Security procedures, but holds the right to delegate that responsibility to a competent employee.
- ✓ Holds ultimate responsibility for managing the information security incidents and reporting those incidents to the Managing Director.

All Consultants

- ✓ Hold responsibility for implementation of this Quality and Information Security Policy.
- ✓ Hold responsibility to ensure the highest level of quality and information security in their performance aimed at Client satisfaction
- ✓ Hold responsibility to ensure implementation of applicable Information Security Controls to provide for the integrity, availability and confidentiality of Information Resources.
- ✓ Hold responsibility for reporting security incidents.

Signed by _____


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Managing Director

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CONSULTING