



## **Zevas Communications Information Security Policy**

Zevas, established in 2001, is a privately owned provider of outsourced and insourced customer contact solutions. We serve a cross section of industry verticals, from Online Retail Service Providers to Registered Charities and Utility Providers, across the EMEA and North American markets. Our team of highly skilled staff, hands-on management style and innovative use of technology allow us to interact with our client's customers whether by phone, VoIP, email or on the web and deliver a tailored solution for each client's specific business needs.

As an organisation, we recognise the importance of client / customer & employee confidentiality and their information security needs, and to this end we have implemented an Information Security Management System, based on the requirements of ISO 27001, the internationally recognised information security management system standard. We are fully committed to satisfying the requirements of this Standard as they relate to our business activities and operations and we will strive to continually improve our information security management system over time.

As an organisation, we shall:

- Ensure that management and employees comply with the requirements of the information security management system;
- Clearly and unambiguously set out the company policies in relation to the management of information, hardware, software and other related assets;
- Ensure our employees and IT systems do not infringe any related laws or regulations;
- Minimise the risk of damage to company and customer assets, information, reputation, hardware, software and data;
- Manage risks in a systematic manner through the identification of risks, implementation of control measures and ongoing monitoring and review, including the criteria for risk acceptance, in line with the requirements of our information security management system;

We have created specific information security objectives and will meet these objectives through monitoring, measurement and ongoing review. Where objectives are achieved, new objectives will be set.

All managers are directly responsible for implementing this policy within their areas and for the adherence of their staff. It is the responsibility of each member of staff to adhere to this policy and failure to do so may lead to disciplinary action.

This policy has been communicated to all of our employees at all functions and levels.

This policy will be reviewed to ensure it remains suitable, adequate and effective and is available to all interested parties upon request.

Signed:   
John O'Sullivan G.O.O.