infomaniak

IS, quality, energy and environmental policy

Addressing information security along with quality and environmental impacts is a legal, industrial and commercial requirement.

Increasingly stringent regulations and customer demands mean that we need to guarantee the security, integrity, confidentiality and availability of information as well as product quality, while ensuring clean production by reducing the energy consumption of our installations. To this end, we undertake to implement the following actions:

ensure compliance with the regulations in force	manage access to the company's networks and services
adopt a continuous improvement approach in the field of information security and the quality of products, services and infrastructures, as well as in the energy and environmental spheres	attempt to minimise the risks linked to information security at all times and incorporate this aim into the development of our infrastructure and the tools we make available to our customers and/or that we use in-house
promote preventive security measures	promote the prevention of pollution
attempt to minimise the environmental impact of our services at all times and incorporate this aim into our purchasing process	encourage the purchase of energy-efficient products and services with an impact on energy performance
establish and maintain reliable and loyal relationships with our customers and ensure their satisfaction	encourage design that reflects the need to improve energy performance

Based on the actions already carried out and the risk analysis conducted on infrastructure, the main aims will be to:

guarantee the quality and stability of our products, services and infrastructures for our customers together with perfectly secure access to their infrastructures	implement the processes that make it possible to escalate and correct the "bugs" identified by the customers
To avoid any loss of data that could result in an incident or a malicious act	check product quality at each key stage of a project
involve our suppliers / service providers in our approach	monitor and continually improve our quality procedures
ensure the availability, integrity and confidentiality of stakeholder data	reduce energy consumption whenever this is technologically and economically possible
provide guidance and support from management with respect to information security, in accordance with business requirements and applicable laws and regulations	preserve natural resources
prevent unauthorised access to systems and applications	record events and generate evidence

prevent exploitation of technical vulnerabilities	ensure that information security issues are taken into account and implemented as part of the information systems development life cycle
build solar power plants to produce as much energy as we consume	recovering waste heat produced by new data centres for energy reuse by third parties

This policy is in line with a management rationale which contributes to ensuring customer security and helps us distinguish ourselves from our competitors. It enables us to move forward and enhance our professionalism while bringing our employees together, with a view to achieving common goals focussing on information security, energy savings and respect for the environment.

The responsibility for, implementation and monitoring of this policy is entrusted to our Compliance team.

Our long-term approach requires the commitment and involvement of everyone concerned.

The Management Board undertakes to oversee the implementation of this policy and ensure that it is effective, to communicate and provide the resources required to achieve the goals objectives and to continuously promote our progress-oriented approach.

The Management Board