INTEGRATED QUALITY MANAGEMENT SYSTEM POLICY	Bizkaia lantik
Review: 14	Effective date: 29/11/2004

The ultimate purpose of the Integrated Quality Management System is to provide support and assistance to ensure compliance of the Lantik Vision pursuant to the ISO 9001, 14001, 27001 and ISO 20000-1 standards. Lantik aspires to the strategic mentor of Bizkaia Provincial Council in its modernisation process, by means of technological, functional and strategic advice, and the provision of integral solutions based on the use of information and knowledge technologies.

Therefore, Lantik is committed to taking the necessary action to achieve the following objectives:

1) Improve competitiveness:

Lantik must ensure it is fully competitive in order to assume the challenges raised by its basic market, the Bizkaia Public Sector. This is achieved by updating its operating policies for greater dynamism, flexibility and price/quality ratio, while disseminating the new image to its potential and current customers.

2) Management and Technological Innovation:

- *Achieve rapid incorporation of sought-after cutting-edge technologies, including Internet and its modalities, Communications, Information Security and Protection, Communication Centre Technologies, required for the global shift of the Public Administrations to E-Government.*
- *The "user friendliness" of the computerised procedures, both for professionals users (BPC) and for end users (general public)*
- *Ensure greater internal productivity and effectiveness of the different Departments of Bizkaia Provincial Council and the entities of its operating environment, and the streamlining of the procedures and rapid provisions of services by the Administration to the general public.*

3) Improve customer satisfaction:

Customer satisfaction is the key factor to achieve a sustained competitive edge. Lantik must ensure the maximum satisfaction of its customers as a differentiation mechanism on its markets, by defining and launching a Quality Improvement Programme in order to:

- *Offer a first-rate advisory capacity to its customers.*
- *Anticipate the needs of the customer*
- *Ensure the response capacity, opportunity and reliability of its services.*
- *Offer integral solutions*

4) Security:

Achieving the necessary security levels to guarantee the protection of the strategic assets for the business, the information regardless of the form it takes or the means used to share or store it, and the persons, processes, systems and networks that support it in terms of availability, confidentiality, integrity, authentication, traceability and compliance of

the applicable legislation that is set out in the Quality Manual, including Royal Decree 3/2010, of 8 January, which regulates the National Security Framework in the field of eGovernment, Royal Decree 951/2015, of 23 October, amending Royal Decree 3/2010, of 8 January, which regulates the National Security Framework in the field of eGovernment and the erratum published in the CCN-CERT for which Lantik has established the necessary plans and actions.

In addition, pursuant to the Information Security requirements envisaged in ISO 27001:2013, it has set up an Information Security Management system (ISMS) for the Information Systems (processes, data and technology) of the corporate network managed by Lantik, which are implemented by its own and sub-contracted staff. The Information Systems are distributed between the Lantik headquarters and the backup data process centre, and which include the set of measures aimed at managing the risks affecting the information and the assets where it is stored. Therefore,

- It is based on mandatory procedures, standards and instructions prepared in accordance with the IQMS guidelines for structuring documents, set out in the PC-1 Preparing and Controlling the Documented Information procedure, and subject to the continuous improvement system established in Lantik.

- It assigns roles and responsibilities as regards security to the whole of the workforce and all suppliers of the company and specifies in the Quality Manual the allocation of security roles to Lantik positions and staff, who performs those allocations, the powers of each manager; the way in which conflicts are resolved, committee structures, their area of responsibility, their composition, the relationship between the different elements of the organisation, etc.

- The PA-1 Human Resources Management procedure establishes a personnel management system aimed at the professionalism of both employees and associates (who must accredit appropriate levels of management and maturity in the services rendered). Personnel management oversees recruitment and covering vacancies, along with the specific ongoing training needed to guarantee the security of the information, by ensuring that it is reviewed and audited by dedicated qualified staff trained in all the phases of its lifecycle.

- It involves all the people used, suppliers and customers, by means of the dissemination of its Policy and security procedures, standards and instructions and the running of training programmes and their dissemination.

- Particular importance is given to all employees knowing and complying with the NCS-1.1 Computer Code of Conduct that Lantik has established for its own organisation and other regulations implemented in Lantik in order to achieve and maintain an appropriate security level, as well as to ensure correct use of the resources.

- It classifies assets according to their importance for the organisation and that classification is applied according to PSG-3 Information Classification and Processing.

- It appropriately manages the Risks by means of a risk assessment, analysis and their management in accordance with the PSG-2 Analysis and Management of Information Security Risks procedure.

It identifies and deals with the incidents and breaches of the Security Policy according to their magnitude and characteristics pursuant to the PAC-5 Dealing with Queries and Managing Incidents and Problems procedure.

- It prioritises the minimum security measures required over functional needs, by complying with the default

security principle according to what is sect you in the NSG-1/6 Security Standard: Securing.

- It defines specific security measures relating to:

- *Access authorisation and control in the ISG-1/15 Logical Access Management and ISG-1/11 Authorisation Management instructions*
- *Activity monitoring and logging in the ISG-1/26 Asset Security Monitoring*
- *Protecting the facilities in the ISG-1/7 Access to Secure Areas instruction*
- *Minimum product procurement requirements in accordance with the PCS-1 Preparing Specifications, Requesting and Assessing Quotes from Suppliers/Contractors and Establishing Contracts procedure*
- *Managing updates in the ISG-1/16 Controlling Technical Vulnerabilities instruction*
- *Protecting the traffic and stored information pursuant to PSG-1 Security of the Facilities and the Data and to NSG-1/12 Security Standard: Managing Information Removable Media*
- *Prevention regarding other interconnection information systems ISG-1/24 Control of access to the network for non-corporate equipment, NCS-1/2 Information Security Regulation for Suppliers, NCS-1/1 Security Standard: Computer Code of Conduct for Suppliers, NSG-1/13 Security Standard: Controlling access to the BFA corporate network via VPN and ISG-1/27 Remote control.*

- It establishes procedures to guarantee the continuity of the activity in the PSG-4 Managing Business Continuity procedure.

-In order to address specific aspects of the standard COMPLIANCE domain, this policy is supplemented with Bizkaia Provincial Council regulations in the following points:

-National Security Framework (ENS)

-Security Policy: The INFORMATION SECURITY POLICY OF BIZKAIA PROVINCIAL COUNCIL is applicable, as Lantik is within its scope of application (entities included in the budgets of the province of Bizkaia).

-General Data Protection Regulation (GDPR)

-Lantik shares the role of Data Protection Officer with the one defined in Bizkaia Provincial Council, as this role includes Lantik in its sphere of action (entities included in the budgets of the province of Bizkaia), insofar as they process personal data either as the data controller or the data processor, whether on digital or non-automated media.

Pursuant to both legislation, the ISO 27000 Security Committee shall act as a coordination channel with the competent people at Bizkaia Provincial Council.

5) Commitment to Quality:

This is underpinned by an integrated quality management system and by certifying its main internal processes to ensure the correct provision and improvement of its Products and Services by meeting all the applicable requirements.

6) Environmental Commitment

LANTIK is likewise committed to environmental continuous improvement, to protecting the environment, including preventing pollution and other commitments relating to the context of the organisation, by means of controlling all its aspects, particularly consumption and management of the waste generated, and complying with the applicable legal requirements and others to which the organisation signs up. This Policy is notified to all the individuals who work in Lantik or on its behalf, and is used as a benchmark framework to establish and improve the environmental targets set by the organisation.

Therefore, Lantik recognises and fosters values that define our policies and enables the effective compliance of our Mission:

User/customer oriented

Our overriding priority to the interests of the customers and our aim is user satisfaction to guarantee our future.

Continuous improvement

We strive for continuous improvement to obtain excellent quality results, both regarding our expertise, skills and professional activities, and the services and products that we offer our customers.

Desire for knowledge sharing

We value teamwork and we are eager to share knowledge as a company-building mechanism and to embrace new professional challenges.

Initiative, Vision and Responsibility

We believe in initiative and vision and in professional responsibility as instruments to develop innovative approaches, which enable us to achieve durable solutions for our customers in all circumstances.

People recognition

We believe people to be our company's most important "capital".

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REVIEW LOG		
Review	**Date**	**Amendments**
01	29/11/04	Approval of the Quality Policy
02	28/04/06	• The document was adapted to the new corporate image.
03	01/10/09	• The references to the new version of the ISO 9001:2008 Standard were updated.
04	12/03/10	• Environmental Management and Information Security Management were integrated in Quality Management System and it became known as the Integrated Quality Management System (Development Business Processes, Procurement and Customer Service, and Information Security and Environmental Support Processes). • The Integrated Quality Management System Policy was reviewed.
05	11/06/10	• The text of the Integrated Quality Management System was reviewed to reflect the changes of the scope regarding Information Security, to include Authentication and Traceability information security characteristics, and other changes.
06	12/11/10	• The Scope of the Integrated Quality Management System was amended regarding the Support Processes for Environmental Management and Information Security and the Integrated Quality Management System Policy was amended.
07	28/11/14	• The reference to the new version of the ISO 27001:2013 Standard was updated.
08	29/09/15	• The document was reviewed and adapted to Equality regulatory legislation.
09	16/12/15	• All the changes required to incorporate the Information System Operating service ISO 20000 certification were added.
10	20/03/17	• Adapting the document to the new version of the ISO 9001 and ISO 4001 standards.
11	11/05/18	• Specific aspects of ISO 27001 (ENS and GDPR) compliance added to the Security Section.
12	15/06/18	• The necessary aspects added to the Security section to adapt the polity to compliance of the minimum security aspects identified in Article 10 and 11 in Measure org.1. • The environmental commitment updated.
13	26/07/18	• Se añaden detalles adicionales y referencias expresas a normas, procedimientos e instrucciones en los que se desarrollan con mayor detalle los requisitos mínimos de seguridad identificados en el artículo 10 y 11 y en la medida org.1. • En el apartado de Seguridad se añade referencia expresa al Real Decreto 3/2010, de 8 de enero, por el que se regula el Esquema Nacional de Seguridad en el ámbito de la Administración Electrónica, Real Decreto 951/2015, de 23 de octubre, de modificación del Real Decreto 3/2010, de 8 de enero, por el que se regula el Esquema Nacional de Seguridad en el ámbito de la Administración Electrónica y la fe de erratas publicada en el CCN-CERT.
14	17/12/18	• The Quality Policy has been updated by the new Strategic Plan, incorporating the Lantik Vision