



Integrated Business Management Policy

Date: 29.06.2023

Version: 2

Author: Abbie Camotta

Document Version Control

Version	Date	Description	Change Made By
1	01.07.2022	Creation of policy	Abbie Camotta
2	29.06.2023	Review of policy	Emma Whitemoss

The objective of DA Languages Group is to reduce language barriers and to provide high quality interpreting and translation services and technologies.

It is the policy of DA Languages Group that appropriate and proportionate measures are put in place to plan and respond to incidents and disruption, including but not limited to information security, disaster recovery or business continuity, so that an effective service to our customers is maintained and preventable measures are put in place and reviewed constantly. We believe that businesses are responsible for achieving good environmental practice and operating in a sustainable manner and also recognise that our business activities interact with the environment in a variety of ways.

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015, ISO14001:2015, ISO27001:2017, and ISO22301:2019

As such, the Management Team of DA Languages Group are committed to the following:

- Establish measurable quality, environmental, information security and business continuity objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them;
- Safeguarding our business, our people and the environments in which we work
- Avoiding or mitigating collateral damage or catastrophic impact to our assets
- Complying with legislative, regulatory or contractual obligations
- Protecting the reputation of our business and stakeholders
- Adding value for our customers by inspiring out confidence in our business
- Continuing critical activities
- We will comply with all relevant legal, customer, and other third-party requirements
- We commit to the protection of the environment, including prevention of pollution, reducing CO2 emission and any other aspects relevant to the delivery of our services;
- We will ensure that, in the event of an imminent threat of environmental damage, all practicable steps are taken immediately to prevent it and the environmental enforcement authority is notified immediately of all relevant details.
- The implementation and maintenance of an ISMS that is independently certified as compliant with ISO 27001;
- The systematic identification of security threats and the application of a risk assessment procedure that will identify and implement appropriate control measures;
- Regular monitoring of security threats and the testing/auditing of the effectiveness of control measures;



- The maintenance of a Risk treatment plan that is focused on eliminating or reducing security threats;
- The maintenance and regular testing of a Business Continuity plan;
- The clear definition of responsibilities for implementing the ISMS;
- The provision of appropriate information, instruction, and training so that all employees are aware of their responsibilities and legal duties and can support the implementation of the ISMS;
- We will ensure that, in the event that environmental damage has been caused:
 - the competent authority is notified of the circumstances of the damage;
 - all practicable steps are taken to control, contain, remove or otherwise manage any contaminants or any other damage factors in order to limit or prevent further environmental damage or impairment of services;
 - potential remedial measures are identified and forwarded without delay to the competent authority for approval; and
 - on approval being given by the competent authority, the necessary remedial measures are taken.

The appropriateness and effectiveness of this policy, and the means identified within it, for delivering the organisation's commitments will be regularly reviewed by The Management Team.

The implementation of this policy and the supporting sub-policies and procedures is fundamental to the success and continual improvement of the organisation's business and must be supported by all employees and contractors as an integral part of their daily work.

Signed on behalf of DA Languages Group:

Position: Matthew Taylor

Managing Director

Date: 29.06.2023