

INTEGRATED MANAGEMENT SYSTEM POLICY

Race Online Limited and DhakaColo (Pvt.) Limited are committed to providing reliable, secure and high-quality Information and Communication Technology (ICT) services that consistently meet customer expectations, protect information assets and support sustainable business growth.

Top Management is committed to establishing, implementing, maintaining and continually improving an Integrated Management System (IMS) in accordance with the requirements of **ISO 9001:2015** and **ISO/IEC 27001:2022**.

To achieve this commitment, the organization shall:

1. Understand the needs and expectations of customers and other interested parties.
2. Consistently deliver products and services that meet applicable customer, statutory, regulatory and contractual requirements.
3. Protect the confidentiality, integrity and availability of organizational and customer information through appropriate information security controls.
4. Identify, assess and manage organizational risks and opportunities using a risk-based approach.
5. Ensure information security risks are appropriately treated to protect business operations and customer services.
6. Provide competent personnel, appropriate infrastructure, modern technologies and sufficient resources to support business objectives.
7. Promote a culture of quality, information security, accountability and continual improvement throughout the organization.
8. Ensure employees understand their responsibilities relating to quality, information security and compliance.
9. Establish measurable objectives and monitor organizational performance using appropriate key performance indicators.
10. Conduct regular internal audits, management reviews and performance evaluations to verify the effectiveness of the Integrated Management System.
11. Continually improve business processes, operational efficiency and customer satisfaction through corrective actions, innovation and organizational learning.
12. Comply with all applicable legal, regulatory, contractual and other obligations relevant to the organization's business activities.

Every employee, contractor and relevant interested party is expected to understand, support and comply with this policy while performing activities on behalf of the organization. Top Management is fully committed to providing the leadership, direction and resources necessary to ensure the continuing effectiveness of the Integrated Management System.



Md. Kamal Hossain
Managing Director
Race Online Limited
DhakaColo (Pvt.) Limited

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