

Doc ID	RPSPL-IMS-5.2
Version	1
Issue Date	1.03.26
Issue No	1
Rev. No	00
Last Rev. Date	00

Integrated Management Policy

(As per ISO 9001:2015 , ISO/IEC 27001:2022 & ISO/IEC 20000-1:2018)

RAPS Professional Services Pvt. Ltd. is committed to providing reliable, quality-driven, secure and customer-focused IT and Non-IT Staffing and Technology Services that meet customer requirements, agreed service levels, applicable legal, regulatory and contractual obligations, while protecting the confidentiality, integrity and availability of information.

The Integrated Management System (IMS), covering ISO 9001:2015, ISO/IEC 27001:2022 and ISO/IEC 20000-1:2018, applies to the provision of IT and Non-IT Staffing Services, IT Project Management and Support Services, Cybersecurity and Information Security Services, Microsoft Azure Cloud Support and Managed Services, Software Migration and Transition Services, and End-to-End Software Development, Implementation, Maintenance, Integration and Support Solutions.

To achieve our quality, information security and service management commitments, RAPS shall:

- Understand and consistently meet customer, statutory, regulatory, privacy and contractual requirements.
- Deliver services effectively, securely, reliably and within agreed quality, service levels and timelines.
- Provide competent personnel and continually develop employee skills, competence and awareness.
- Apply a risk-based approach to identify, assess and manage quality, operational, service and information security risks.
- Protect customer, employee, candidate and organizational information from unauthorized access, disclosure, alteration, loss or destruction.
- Maintain appropriate controls for information, applications, source code, cloud infrastructure, networks, endpoints and other critical assets.
- Ensure secure and effective use of technology platforms including JobDiva, EHRM, Azure DevOps, Microsoft Azure, Microsoft 365, Git/GitHub and Jira/Confluence.
- Plan, deliver, support and maintain IT services in accordance with defined requirements and agreed service commitments.
- Maintain appropriate arrangements for service requests, incidents, changes, service continuity, availability and recovery of critical services.
- Monitor service performance, customer satisfaction, information security events, incidents and the effectiveness of the IMS.
- Maintain appropriate controls over suppliers, technology providers and other relevant third parties that support service delivery.
- Establish and review measurable Quality, Information Security and Service Management Objectives aligned with business objectives and customer requirements.
- Ensure effective communication and coordination with customers, employees, suppliers and other relevant interested parties.
- Identify, assess and comply with applicable legal, regulatory, privacy, contractual and other relevant requirements.
- Conduct internal audits and management reviews to evaluate the suitability, adequacy and effectiveness of the QMS, ISMS and ITSMS.
- Address nonconformities, service issues, incidents and identified weaknesses through appropriate corrective actions and improvement activities.
- Continually improve the suitability, adequacy and effectiveness of the Integrated Management System and its processes and services.

Top Management is committed to providing the necessary resources, leadership, competence, infrastructure and support for the effective implementation, maintenance and continual improvement of the IMS.

This policy shall be communicated to all relevant personnel, made available to relevant interested parties as appropriate, maintained as documented information, and reviewed periodically to ensure its continuing suitability, adequacy and effectiveness.

Approved By: _____



Date: 1.03.2026