

Galaxy Backbone Management Systems (MS) Policy

Galaxy Backbone is committed to fulfilling the mandates for which it is established, through the development of optimized business processes & infrastructure that guaranty security, business, continuity & resilience in the event of a disruption as well as continuous improvement in the quality of our products, services and operations in order to constantly meet or exceed customers' expectations while complying to applicable legal, statutory and contractual obligations.

As part of her commitments to fulfilling the mandates, GBB shall ensure that all Galaxy Backbone critical business activities are kept at optimal or near-optimal performance following an incident that has the potential to disrupt or destroy the organization's ability to serve her customers.

The policy engages the following key principles:

- The satisfaction of our customers, both external and internal, shall be the primary focus for implementation of adopted management systems (ISO 9001:2015, ISO/IEC 20000-1:2018, ISO/IEC 27001:2022 and ISO 22301:2019)
- All employees shall have individual responsibility for understanding and applying this Policy in performing their tasks
- Systems and controls shall be designed to ensure complete understanding of customer requirements, to consistently guaranty secure, quality product and service delivery.
- Contractors, suppliers & strategic partners are integral to the success of our Management Systems, we shall work closely with them to meet the needs & expectations of our customer's
- Top management is fully committed to this MS Policy through provision of resources, active participation in continual improvement activities and leadership by example.