



# Integrated Policy Statement

FCLG is an independent Company established in 1987 specialising within the Motor Industry, offering Insurance Services, Motor Claims handling, bespoke Software Solutions, complimentary Motor Vehicle Services and outsourced specialist resource.

## **Our Integrated Policy Statement is designed to ensure that:**

- We develop secure and high quality, bespoke I.T solutions for our clients.
- Provide professional, high quality and personable support services.
- Comply with all relevant and applicable legislation and regulation.
- Continually improve the effectiveness of the quality management system and the provision of our services and products.
- We protect all information assets and information processing activities from unauthorised access.
- We maintain the confidentiality, integrity, and availability of all information assets.

**The Managing Director and Compliance Officer are responsible for implementing, promoting, and supporting this policy.**

## **This will be achieved by:**

- Maintaining a QMS certified against BS EN ISO 9001:2015 and an ISMS certified against BS ISO/IEC 27001:2022.
- Setting and reviewing measurable objectives and ensuring these objectives are met.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated within FCLG.
- Seeking honest and constructive feedback from our customers.
- Ensuring business continuity and to minimise business damage by preventing of security incidents.
- Ensuring the appropriate level of confidentiality, integrity and availability of all information assets is maintained to the highest possible standards.

Craig Moss  
Managing Director

Lynzi Worth  
Compliance Officer