

ANNEXURE - A

Integrated Policy

It is the policy of “BATOI” to maintain an integrated system designed to meet the requirements of ISO 9001:2015 & ISO 27001:2022 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose, and the context of the organization.

BATOI is committed to:

- A. To satisfy all the customers, stakeholders, and interested parties by meeting and exceeding their expectations every time.
- B. Comply with all legal & Statutory requirements, codes of practice, and all other requirements applicable to our activities;
- C. Ensure that all employees are aware of their roles and responsibilities with regard to IMS to contribute their best expertise to the integrated management system.
- D. Enhance information security controls to restrict potential risk based on information risk assessment.
- E. Continually improve its integrated management system by effective review and appropriate corrective action against all non-conformities.

This quality and information security policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes, and targets.

Customer service is an essential part of the integrated process, and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and information security and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the business management system is regularly reviewed by Management to ensure it remains appropriate and suitable to our business. The Business Management System is subject to both internal and external annual audits.



Ashwini Rath
CEO