Mitel Management System

Policy Statement - scope

The Management of the Mitel group of companies have established the Mitel integrated Management System (MiMS). This is an integrated management system for all Mitel sites globally in accordance with the requirements of the International Organization for Standardization (ISO) for Quality, Environmental, IT-Service Management and Information Security Management System standards, ISO 9001; ISO 14001; ISO 20000-1; and ISO 27001, with regards to its business operations commitments:

- Meeting customer requirements to secure customer satisfaction;

- Protection of the environment and prevention of pollution, including conserving natural resources through sourcing based on a product lifecycle environmental impact and social responsibility;

- Complying with all applicable legal, contractual, and other compliance obligations and consideration of stakeholder interests in our company operations; and,

- Continual performance improvement of the Quality, Environmental, IT Service Delivery, and Information Security performance of the company.

All sites, offices and regions shall implement the requirements intended to maintain conformance and to meet the commitments set out in the Mitel integrated Management System Policy statement.

Tarun Loomba
President & CEO

Attachment: Mitel Integrated Management System Policy - Poster

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Mitel Integrated Management System Policy

The Mitel group of companies ("Mitel") are market leaders in developing and providing innovative communication and collaboration products, services and solutions that meet the needs of our customers and partners. Our strategies enable organizations to drive sustainable environmental practices.

Mitel achieves the goal of excellence through a global customer focus, internal and external communication, fulfilment of legal requirements and continuous improvement. We analyze and measure the business environment, needs, objectives, processes and plans without compromising the environment, employees, customers, partners or vendors.

At Mitel, our Senior Management, the Board of Directors and Employees are committed to:

- Complying with all applicable legal, contractual, and other compliance obligations and consideration of stakeholder interests within our company operations.
- Promoting a safe and healthy workplace, including prevention of work-related injury and ill health.
- Protecting the environment and prevention of pollution, including conserving natural resources through materials management based on a life cycle Management approach for our product portfolio.
- Driving proactivity, through all engineering and delivery entities, continuous improvement, efficiency, client satisfaction and integration of service delivery to our clients.
- Providing IT service management that balances service demands and system availability with available resource capacity and service cost dynamics, while ensuring that the information systems are operating optimally.
- Mitigating the effects of service disruptions to critical business activities through business continuity planning and management and by strengthening business process and system resilience.
- Ensuring that information and intellectual property are protected and secured by providing governance for the handling and management of users, customers and other stakeholders on appropriate use and access of IT resources and data.
- Assuring Confidentiality, Integrity & Availability of information and protecting Information against unauthorized access by performing Security and privacy risk assessments to identify, evaluate and to take appropriate preventative measures.
- Training all employees and action-specific communication to contractors about the requirements of the Mitel Integrated Management System and the Mitel ESG program.

Establishing, implementing, maintaining, and continually improving the Mitel Integrated Management System MIMS) encompass all requirements of the following ISO standards:

- Quality Management System (QMS) based on ISO 9001
- Environmental Management System (EMS) based on the requirements of ISO 14001
- Information Security Management System (ISMS) based on ISO 27001, and
- Information Technology Service Management System based on ISO 20000-1

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