IT Policy

Freedom Group is a leading provider of infrastructure support services to the utility sector. Providing our clients and customers with an excellent service is part of the values of the Freedom Group, namely: AIMED (Always Safety First; Integrity; Making a Difference; Ensure We Work Together; and Delivering What We Say).

The Company prides itself on delivery of a service that exceeds the expectations of its clients. Within the IT department of Freedom Group this is achieved by the active empowerment of employees to build relationships with internal and external stakeholders in order to understand and support their needs, whilst operating within the framework of the Freedom Group IT Information Security Management System.

The Freedom Group IT Information Security Management System is a framework of processes and documented procedures, independently certified to BS EN ISO 27001. This Framework provides specific instruction and guidance to employees on their individual responsibilities and authority when undertaking activities on behalf of Freedom Group IT. This includes information and instruction on: contractual, legal and industry specifications; requirements; and good practice.

In support of this, the objectives of Freedom Group IT and its employees are to:

- ensure compliance and appropriate governance with regard to all applicable standards and legislation at a company and individual level;
- supply and maintain a secure and fit-for-purpose IT infrastructure along with the necessary supporting systems and services to meet the changing needs of the Company; and
- review, recommend, supply, develop and maintain innovative software solutions in support of internal and external stakeholders through the IT Steering Committee thus greatly assisting in operational and contractual delivery and customer service.

Freedom Group IT will strive to continually improve the effectiveness of the Information Security Management System Framework by setting measurable objectives, analysing feedback and acting on the results.

An internal audit process and management review is used to monitor and measure the achievement of the Department's and, where applicable, the Company's objectives to ensure the delivery of continual improvements both within Freedom Group IT and in the services provided to internal and external stakeholders.

Freedom Group IT ensures that all its personnel and others working on its behalf are fully-acquainted with the Information Security Management System's requirements through induction, on-going training, reviews and education.

For further information on this Policy, contact Freedom Group IT on 0845 164 3333.

Peter Jones

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