



Integrated Management System Policy

Purpose

This information security policy outlines the framework within which information security will be managed across Belema Financial Technology and reflects management's commitment to supporting information security across the organization. This policy serves as the cornerstone for all related information security policies within Belema Financial Technology.

Scope

This policy applies to all personnel, contractors, vendors, and third parties associated with Belema Financial Technology. It covers all information owned or entrusted to the organization, as well as information stored, processed, or transmitted across the organization's information systems.

Information Security Objectives

Belema Financial Technology has established the following primary information security objectives:

- **Objective 1** – Provide 100% assurance of information systems resilience.
- **Objective 2** – Improve security-awareness culture by 90%.
- **Objective 3** – Protect 100% of client confidential information.
- **Objective 4** – Protect all critical information assets and business processes relevant to Belema Financial Technology's core operations.

Business Continuity Objectives

To ensure the continuity of critical business functions, the following objectives have been set:

- **Objective 1** – Ensure the safety and welfare of all staff and visitors within the premises during an incident.
- **Objective 2** – Comply with 100% of Belema Financial Technology's contractual, regulatory, and legal requirements.
- **Objective 3** – Maintain the ability to meet all stakeholder expectations in various circumstances, including third-party agreements.

- **Objective 4** – Develop a robust and enduring continuity response for all critical areas and activities identified.

Service Management Objectives

For Service Management, the organization commits to achieving the following objectives:

- **Objective 1** – Achieve and maintain the international standard for Service Management, BS ISO/IEC 20000-1:2018.
- **Objective 2** – Attain a minimum cumulative customer satisfaction rating of 90% annually.
- **Objective 3** – Maintain 100% of staff trained in Service Management (ITIL/ISO 20000).
- **Objective 4** – Minimize service unavailability incidents by 10% annually.

Information Security Policy

Belema Financial Technology is committed to the confidentiality, integrity, and availability of its information assets. The organization will implement measures to establish, maintain, and continuously improve an information security program that protects its assets against all potential threats.

All personnel and custodians of information assets entrusted to or owned by Belema Financial Technology must comply with this policy and exercise due diligence regarding the storage, processing, and transmission of information and the organization's information systems.

The company shall ensure compliance with all applicable legal, regulatory, and contractual requirements related to information security in its operations.

This policy is a declaration of management's commitment to information security and outlines the framework for achieving the information security objectives of Belema Financial Technology. It is the primary policy from which all other security-related policies emanate.

Signature: 

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