



Integrated system of quality management, environment and MCI information security pursues as fundamental objective the improvement of the Medical and Cost control through the continue enhancement, with the purpose of being able to offer to our clients an excellent service in all aspects and a total satisfaction of the expectations.

Due to our activity, in MCI knows that the information is an asset with a high value for our organization and requires, therefore, an adequate protection and management in order to give continuity to our business line and minimizes the possible damage caused by failures in information security.

For all of these reasons, MCI assumes the following commitments:

- Full satisfaction of our clients.
- Maintaining channels of communication with the clients and the rest of the interested parties of their current and future requirements, with the purpose of assure their satisfaction regarding the implementation of their needs, requirements and expectations.
- The MCI permanence will of Quality Management, environment and security information will come into play through the training programs, awareness action in order to promote the participatory management in these areas, making possible that the personal skills will be used for the continue improvement of the productive process.
- In order to guarantee the development of their activities under the current regulation, will fulfil the legislation and current regulation, as well as other subscribed requirements with their clients including those relating the environment and the information security.
- Fulfil with the requirements and improve continuously the effectiveness of the system of the quality management, environment and information security through the implementation of the measure system and monitoring service made by our clients as well as the quality objective, environment and security information.
- Assure the business continuity developing continuity plans according to a recognised methodologies.
- Promote the environment responsibility at all levels of the company providing suitable training all staff.
- Prevention, control and minimization of the environmental effects generated in the environment, derived from the MCI activity.
- Creating and reviewing regularly an analysis of the risks based in recognised methods that allow us to establish the level of the information security and minimize the risks through the development of the specific politics, technique solutions and contractual agreements with specialized organizations.
- MCI staff will develop his work oriented to the achievement of the established targets and, in accordance with, in every moment, with all the legal environment requirements, as well as the clients.
- Information commitment of the parties concerned.
- Providers selection and subcontractors based on the objective criteria.



MEDICAL CLAIMS INTERNATIONAL

Document: **PSIG.00**

INTEGRATED MANAGEMENT SYSTEM POLICY

Effective Date: **01/01/2016**

-MCI management team, based on the methodology of the risks analysis and management declares to be aware and accordingly, accepts risks that once are established all the controls in accordance with to MCI information quality and security system has remained above the acceptable level risk defined in the corresponding procedure.

THE MANAGEMENT

Madrid January 1st 2016

STATE REVIEW / AMENDMENT OF DOCUMENT		
No edition	Date	Nature of Review
0	01/01/2016	Initial Release

ELABORATED Head of SIG	REVIEWED General Manager	APPROVED General Manager
Name: Date: 01/01/2016	Name: Date: 01/01/2016	Name: Date: 01/01/2016