# Scope

## This procedure aims to ensure that Retirement Capital shall continually improve the Information Security Management System’s (ISMS) adequacy, suitability and effectiveness.

# Responsibilities

## Every individual involved directly or indirectly with Retirement Capital is responsible for initiating and complying with this procedure as and whenever it applies and involves them.

## The Director (CISO) is responsible for the overall control and operation of this procedure and for progressing and co-ordinating all Non-Conformance Reports.

## Department Managers are responsible for progressing Non-Conformance Reports that are capable of resolution within their area and forwarding them and others to the Director (CISO).

# Procedure

## Sources of information that can drive continual improvement include

### Post-incident reports

### Exercise reports

### Audit and nonconformity reports

### Suggestions from staff, managers, and interested parties such as customers, partners, suppliers, local community, emergency services, regulators

## Such information should be sent to the Director (CISO), either by delivering the report in question, verbally or by using a Non-Conformance Report Log ([MSS REC 10.1.1b](MSS_REC_10.1.1B.xlsx)).

## If a corrective action (for a known problem) is required, the Director (CISO) should initiate a formal Corrective Action.

## If a new risk or potential problem is identified, the Director (CISO) should feed it into the Risk Assessment process as appropriate, to trigger evaluation and possibly changing the ISMS to accommodate it.

## **Document Owner and Approval**

### The Director (CISO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the ISMS.

### The current version of this document is available to all members of staff on the corporate intranet.

### This document is approved by the Chief Information Security Officer on the issue date shown and is issued on a version-controlled basis under his/her signature.

### Signature: Date: 14/11/2020

## **Change History Record**

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| --- | --- | --- | --- |
| Issue | Description of Change | Approval | Date of Issue |
| 1 | Initial issue | Gavin McCloskey | 14/11/2020 |
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