Junta Central Electoral
Garantía de Identidad y Democracia

INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY

The Junta Central Electoral (JCE) administers electoral processes, mechanisms for popular participation, as well as the Civil Registry, and issues the Identity and Electoral Card (Cedula de Identidad y Electoral) to citizens, carrying out these processes in an integral and transparent manner, ensuring their security and the identity of individuals, offering quality services in compliance with current regulations and democratic values. That is why an IMS has been defined in accordance with the requirements set forth in the ISO 9001, ISO/TS 54001, ISO 22301, ISO/IEC 27001, and ISO 37001 standards.

We declare our guidelines to all parties involved;

In this effort, the JCE commits to:

1- Comply with all applicable requirements, the legal, regulatory, and those subscribed by the JCE.
2- Continuously improve our Integrated Management System, meeting its objectives and establishing clear goals for quality, safety, continuity, and anti-bribery management, which allow us to deliver excellent service, as well as ensure the effectiveness of the controls implemented to prevent acts of bribery.
3- Identify and manage the risks and opportunities associated with the fulfillment of our strategy and our objectives.
4- Establish communication channels with the public, our collaborators, and other parties involved that allow us to understand their needs, expectations, and level of satisfaction.
5- Determine and implement treatment measures, continuity strategies, and information safety controls that keep operational risk at the defined levels. Ensure the execution of the necessary tests to validate their effectiveness and applicability.
6- Provide training, raise awareness, and distribute the different plans and procedures that preserve quality, business continuity, and information safety to the committees and subcommittees that constitute it and to the institution's staff.
7- Establish plans and strategies that specify by the guidelines for addressing disruptive incidents.
8- Protect the assets and information of the JCE, preserving confidentiality, integrity, and accessibility. Consider actions and measures related to the classification of information and its appropriate handling.
9- Ensure an approach regarding information security incident management that includes communication about security events and weaknesses.
10- Make sure that the accessibility of information meets the relevant timelines for the development of critical processes.
11- Integrar la sostenibilidad ambiental en todas nuestras actividades, adoptando medidas para reducir nuestra huella de carbono, y mitigar los efectos frente al cambio climático.
12- Refuse and strictly prohibit any form of bribery, corruption, or unethical behavior.
13- Ensure the authority and independence of those performing the anti-bribery function, with an emphasis on the Anti-Bribery Officer.
14- Promote an organizational culture based on integrity, ethics, transparency, preventing misconduct, bribery, and other related acts, as well as complying with applicable legal requirements and the standards of the anti-bribery management system, encouraging staff participation in all relevant operations.
15- Encourage the raising of concerns or good faith reports related to acts of bribery, ensuring the private nature of the information, ensuring the safety of an informant against retaliation, and the due process of investigation.
16- Apply the corresponding disciplinary measures in case of non-compliance with the terms and commitments established in the Anti-Bribery Management System, including this policy.

Compliance with this integrated management policy, as well as with any procedures or documentation included in the IMS documentation repository, is mandatory and concerns all personnel of the institution, as well as its constituents (citizens, suppliers, providers, political parties, among others).

*This Policy applies to the entire institution and/or any natural or legal person who accesses or interacts with the information of the Central Electoral Board.

Classification of Information: PUBLIC

SPECIFIC OBJECTIVES – Intefrated Management System (IMS)

ISO 9001 – ISO /TS 54001 – ISO/IEC 27001 – ISO 22301 – ISO 37001:2025

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Associated with Policies 1 and 11

ISO 9001 - ISO/TS 54001- ISO/IEC 27001- ISO 22301
Ensure the review of 100% of the requirements of the ISO standards in which the JCE is certified and the current regulations, through both internal and external audits, ensuring the treatment of at least 80% of the findings, on a semiannual basis.

Associated with Policies 2 and 11

ISO 9001
Continuously improve the efficiency and effectiveness of the SGI processes by taking full advantage of opportunities, ensuring that at least 2% of these are converted into strengths annually.

ISO/TS 54001
Execute at least 85% of the campaigns annually, aimed at increasing electoral participation, motivating citizens to exercise their right to vote and renew their identity documents.

ISO/IEC 27001
Provide annual follow-up on the 100% compliance of the Annex A controls applicable to the ISM, as established in the Statement of Applicability (SoA), with the purpose of ensuring their effective implementation and strengthening the continuous improvement of the system.

ISO 22301
Perform annual business continuity tests for 100% of the critical processes identified in the JCE, with the purpose of improving service recovery times, reducing RTO's by at least 15% of those identified, and ensuring a minimum compliance of 90% with the established RPO's.

Associated with Policy 3

ISO 9001 - ISO/TS 54001 - ISO 22301
Evaluate the IMS risks twice a year, keeping less than 20% in pending status, through the Risk Committee and the Subcommittee, with an annual report to the IMS Committee.

ISO/IEC 27001
Identify and execute controls for information safety and technology risks of the ISM, keeping less than 20% in pending status, through a semi-annual follow-ups conducted by the Risk Committee and the Risk Subcommittee.

Associated with Policy 4

ISO 9001 - ISO/TS 54001
Conduct follow-up on customer perception through semi-annual surveys, systematic review of information from the suggestion box (opinions, requests, complaints, and reports), citizen service, and requests for access to information in accordance with Law No. 200-04, reporting to each department for their attention and response to the citizen, achieving an effective attention level of 85% of the average of the evaluated channels.

Associated with Policies 12, 14 and 15

ISO 37001
Prevent and detect early risk situations related to bribery acts and related events in compliance with the processes and internal provisions of the Anti-Bribery Management System (ABMS) by reviewing at least 90% of the risk matrix data semi-annually and applying due diligence to at least 95% of the "four constituent groups" exposed to bribery risks.

ISO 37001
Strengthen the anti-bribery culture at the Junta Central Electoral (JCE), based on integrity, ethics, transparency, and compliance with the activities and provisions of the ABMS; as well as quarterly promote the participation of at least 75% of the collaborators and execute 10 different training topics.

ISO 37001
Ensure secure and confidential mechanisms for the communication and handling of 90% of reports and concerns related to bribery and similar acts, ensuring quarterly the protection of the informant with 0 incidents of unauthorized disclosure of the informant information.

Associated with Policies 5 and 6

ISO 22301
Develop and annually approve the Business Continuity Plan of the institution, aligned with the Electoral Service Development Plan, ensuring that 100% of the defined unavailability scenarios have designated responsible parties and established protocols.

ISO 22301
Update and validate the Business Impact Analysis (BIA) annually, through the execution of the business continuity test plan, ensuring that 100% of critical processes have up-to-date information, generating result reports for each involved area and for the Integrated Management System Committee (IMSC), in order to ensure the continuous update and improvement of the Business Continuity System.

ISO 22301
Design, implement, and validate an institutional framework for emergency response and recovery, which allows the protocol to be activated in less than 20 minutes and critical processes to be recovered in less than 4 hours (RTO), through the conduct of a comprehensive annual drill.

Associated with Policies 7 and 11

ISO/IEC 27001 - ISO 22301
Implement a training and awareness plan on "Information Security (ISO/IEC 27001), Business Continuity (ISO 22301), and Environmental Sustainability," by conducting at least two (2) annual sessions, achieving 85% participation from the invited staff.

Associated with Policies 8, 9 and 10

ISO/IEC 27001
Ensure the annual implementation and monitoring of the Information Security Plan, guaranteeing compliance with planned activities and achieving at least 80% effectiveness in the results of internal test exercises, and controlling that at least 90% of detected vulnerabilities are addressed promptly.

ISO/IEC 27001
Ensure the protection of personal data by ensuring the application of 100% of the security, confidentiality, and access controls defined in the SoA of the Information Security Management System.

Associated with Policies 1, 13 and 16

ISO 37001
Review at least once a year that the requirements, policies, and provisions established in the ABMS and in the current version of the ISO 37001 standard are being met, which includes the independence and authority of the Anti-Bribery Officer; as well as, applying the corresponding corrective measures.

Associated with Policy 2

ISO 37001
Ensure quarterly that 100% of the current ABMS documents are disseminated and accessible according to their classification for 100% of the new JCE collaborators and relevant stakeholders.

ISO 37001
Continuously improve the effectiveness of the ABMS by annually evaluating at least 20% of the anti-bribery controls and achieving an effectiveness of ≥ 80%.