About the organization

Founded in 2012, Code Yellow is a software development company focused on creating innovative business applications to streamline operational processes of our customers. The Code Yellow HQ is based in Eindhoven, serving clients all over Europe.

We thrive on talent and only hire the best developers. Code Yellow is strongly connected with the Eindhoven University of Technology, providing a place for students to put their skills to practice.

Mission & Vision

Code Yellow Software defines the standard in business software. Our applications guide and guard all operation processes and activities of a business (to enable the business to scale up).

Scope

In order to optimize the processes and the quality of the output of the organization, the business operations of Code Yellow must be properly safeguarded and we continue to optimize them. In addition, we find it important that our information security is at the highest possible level and that we also continue to optimize it.

In order to achieve this, Code Yellow has set up and implemented a management system in accordance with the requirements of the ISO-9001:2015 standard, the ISO-27001:2013 and the NEN-7510.

The scope of this quality management system is laid down at:

Quality management in relation to the design, development, maintenance and delivery of business applications to customers.

The scope of this information security management system is laid down at:

Quality management in relation to the design, development, maintenance and delivery of business applications to customers.

Information security in relation to maintaining business applications created by Code Yellow.

Quality policy

Code Yellow's quality policy contains general objectives of Code Yellow with regard to quality. Meeting the expectations of customers and relevant stakeholders and continuously improving the internal organization is central to this. This is done by:

1. developing a policy that is appropriate for the organization;
2. making this policy known within the organization;
3. promoting quality awareness among employees;
4. motivating employees, whereby involvement in improvement projects is stimulated;
5. facilitating training and/or education of employees;
6. having regular consultations with customers about the requirements that must be set for the products and services to be delivered;
7. striving to continuously increasing customer satisfaction;
8. complying with applicable laws and regulations;
9. maintaining a quality management system that meets the requirements set out in the ISO-9001:2015 standard.

A combination of risk inventories, internal project evaluations, customer satisfaction analyses and internal audits contributes to identifying possible improvements within the processes of our organization. By analyzing information and implementing improvements based on this information, a learning organization is created where continuous improvement based on the PDCA cycle is central.

With regard to quality policy, the following responsibilities have been laid down:

The CEO is chairman of the management team and a quality officer has been appointed to maintain and improve the quality management system. The management, together with the quality officer, takes care of making analyses in the field of customer satisfaction, internal auditing, and services, customer complaints, corrective and preventive measures. These analyses take place at least annually prior to the management review. The results of this, as well as the adjustment of objectives, are recorded in minutes.

Management has the responsibilities and authority to ensure that the quality management system as described in the quality manual is implemented and continuously improved.

Every employee of Code Yellow has the responsibility and freedom to:

- Identify and report quality issues;
- Initiate, recommend or indicate solutions along existing hierarchical paths;
- Monitor the implementation of the solutions chosen;
- Identify deviations in the quality management system.

Information Security Policy

The purpose of Information Security is to ensure business continuity and minimize business interruption by preventing and minimizing the impact of security incidents. In particular, information means should be protected to ensure that:

- Confidentiality, i.e. protection against unauthorized disclosure;
- Integrity, i.e. protection against unauthorized or accidental alteration;
- Availability, where and when necessary to achieve the business objectives

are guaranteed by adequate preventive measures and processes and procedures in the event of security incidents.

With regard to information security, the following responsibilities have been laid down:

1. The management has approved this Information Security Policy;
2. Day-to-day responsibility for and contacts with external organizations for compliance with legal requirements, including data protection, rests with the Information Security Manager;
3. All employees or service providers on behalf of the organization have a duty to protect the resources, including locations, hardware, software, systems or information, in their care and to report any suspected security breach immediately;
4. Compliance with information security procedures as set out in the policy and guideline documents is accepted as part of the standard operating procedures within the organization. Non-compliance leads to disciplinary action;
5. All legal and regulatory requirements are met and regularly checked for changes;
6. There is a business continuity plan. This is maintained, tested and regularly reviewed;
7. This information security policy is reviewed regularly and may be amended by the information security manager to ensure its continued viability, applicability and compliance with legislation and to continuously improve information security systems;
8. The management ensures that the applicable laws and regulations are complied with and that continuous improvement is achieved within the organization through the Information Security Management System.

Eindhoven, January 14th, 2023
R.G.A.M. Cremers,
CEO Code Yellow