

Qualia's Security Culture

While best-in-class technology and systems are a baseline for protecting businesses from cyber attacks, experts report that the majority of security breaches stem from some kind of human error. For this reason, Qualia prioritizes security as central to our overall workforce training program and places the responsibility of security on every employee—not just our security and IT teams.

We aim to make security an “intrinsic” behavior meaning that all employees are motivated to employ security best practices because it’s inherently rewarding. We do this by building a company culture where employees buy-in to the value of security through ongoing training and feel motivated to practice security habits daily.

Our philosophy

Providing staff with adequate security training is a critical baseline; however, it’s also important to create a culture of security that motivates teams to make daily security habits part of their DNA. This makes every team member accountable to the security of the entire organization. We also encourage our customers take a similar approach.

We know that even savvy people can fall for phishing scams and that employees can often feel intimidated when it comes to asking questions or admitting to mistakes. We strive to prevent these pitfalls by:

- Ensuring security training is easy-to-understand and dynamic for employees to ask questions and see real-life examples.
- Repeating security training throughout the year to reinforce a security mindset.
- Embedding our security team into the company as an approachable and helpful resource.
- Encouraging an overall mindset of skepticism. We want employees to be curious about every piece of communication coming into the organization.
- Maintaining open communication and transparency. Every employee is responsible for reporting any known phishing attempts and we broadcast them company-wide.

Security training program overview

New-hire security training

All new hires undergo security awareness training during the onboarding process. The training offers new employees perspective on why Qualia prioritizes security as well as why security should be a part of their daily practices—even if they are not in a security-related role.

Topics covered in our security awareness training include SOC 2 and ISO standards, data classification, appropriate handling of sensitive data, safeguarding assets, reporting security issues, secure password use, examples of phishing and social engineering attempts, and insider threat. The training lays the foundation for avoiding the kind of risky behaviors which might lead to security threats and incidents.

Security training for engineers

All engineers receive a more targeted training with a secure software development focus. This training is hands-on and teaches engineers about common software security vulnerabilities (such as the OWASP Top Ten) and how to avoid introducing these vulnerabilities into the product codebase. Engineers are also made aware that they have the support—in the form of both policy and security personnel—for their day-to-day processes.

Ongoing security training for all employees

Our annual security training must be completed by all employees. The training is self-paced with a test which all employees must pass. The training reiterates secure best practices and provides updates on the latest existing cybersecurity threats and ways to avoid them.

Our empowered workforce

An empowered workforce is the first line of defense for any security incident. Qualia equips employees with required and on-demand educational materials to ensure everyone is up-to-date on the latest threats impacting the market. Qualia's security



team also aims to create an open and transparent environment where anyone feels comfortable to ask questions or seek security-related support.

Dedicated Information Security team

Our Information Security (InfoSec) team is directly responsible for reinforcing Qualia's security-first culture, expanding company-wide team training programs, and working hand-in-hand with partners in engineering and IT to continue to enhance Qualia's security posture. This team is available for employees to engage with via our internal messaging system to answer security-related questions and make intangible security threats more accessible to a person in any role at Qualia.

On-demand security knowledge center

To keep security at the forefront of the minds of all our employees, the security team at Qualia makes accessible policies related to best practices available to all employees. Additionally, all course material from our training programs is available on-demand at any time through our online learning platform.