

## QUALITY AND DATA SECURITY COMPANY POLICY

Succeeding in the intent to analyze and satisfy the expressed and latent requests of the Customers / Clients is the priority objective we set ourselves, and in this sense the absolute participation of all the parties involved is necessary, through a constant collaborative relationship that involves everything. company personnel, Customers / Clients and external collaborators as well as constant monitoring of the internal and external factors that characterize the context in which we operate together with the relevant expectations of the interested parties.

But in addition to guaranteeing a product / service that complies with the requests and applicable regulations, we must increase our skills and improve our professionalism in order to minimize the risks and optimize the opportunities connected with the factors of the context and the expectations of the relevant interested parties.

The need to have a management system is linked to the need to respond promptly and effectively to the globalization of markets, the evolution of ICT systems and supporting technology and, in particular, the need to ensure:

- Effectiveness and efficiency of product / service creation processes, through adaptation to market demands, optimization of management times, cost reduction, minimization of environmental impacts, constant collaboration with suppliers and collaborators
- Credibility, trust and confidence on the part of stakeholders in ensuring the confidentiality, integrity, availability and resilience of their information
- Careful and conscious management of the protection of personal data as an essential factor not only to ensure compliance with the mandatory and regulated requirements but also to foster a measure of competitiveness that makes the protection of personal data a strategic line of business development and creates the conditions essential for gaining stakeholder trust
- Compliance with laws, regulations and directives related to data protection
- Reduction of economic and legal risks due to loss of information relevant to business continuity and to the interest of stakeholders
- Pursuit of opportunities that may arise in order to improve the capacity of the system and the readiness to respond to market demands
- Demonstration and assurance of the commitment undertaken by the Management and by all levels of the organization
- Continuous search for continuous improvement of all business processes

In this regard, the Integrated Management System:

- aims to ensure that the staff understand the reasons for the policy expressed and to ensure that human resources are aware of and participate in the implementation and consolidation of the Management System
- safeguards the security of information, especially those considered critical for the purposes of protecting personal data and the company business, which is an essential key element to be taken into account in the future organizational evolution, making it an instrument of entrepreneurial and organizational culture as well as a of the inspiring principles of knowledge creation and management
- aims to ensure the effectiveness of a structured strategic, tactical and operational risk / business opportunity management model, through which the management system can be established, updated and kept active
- sets as an essential requirement the respect, evaluation and satisfaction of the unexpressed requests and needs of the customer as well as the safeguarding of information regarding aspects relating to:
  - **Confidentiality:** ensure that the information is accessible only to those authorized to access
  - **Integrity:** safeguarding the accuracy and completeness of the information and the methods for processing it
  - **Availability:** ensure that authorized users have access to information and associated assets when required
  - **Resilience:** ensure that the information systems that process the data have operational continuity aimed at facing probable adversities to systems and processes resulting from accidental and / or intentional events

In order to ensure the above, the Management intends to actively commit itself to the definition of specific objectives for improving the system, directly referable to the strategic axes identified and individually re-examinable in terms of feasibility and reachability.

The company is aware that the objective of guaranteeing the quality of products / services and information security requires constant commitment on the part of all operational staff and that it can only be successfully achieved through a systematic approach to the issues expressed in this venue.

The Management deeply believes in this and is committed to spreading and promoting awareness of the importance of information security within the organization.