

INFORMATION SECURITY AND QUALITY POLICY

ENGHOUSE ITALY S.R.L. is a company that deals with the supply of Multimedia Communication solutions, the definition of processes for customer relationship management (CRM) and the design and implementation of solutions based on the integration of technology for: ContaCT Center; CRM systems; Business Intelligence; innovation and know-how.

Enghouse Italy S.r.l. has as its fundamental objective the creation of value for the organization and interested parties, ensuring the quality of its products/services to meet customer expectations and consolidate the image achieved in its sector in compliance with its compliance obligations; it also considers the security of business information and personal data to be essential factors for the protection of its information assets and a factor of strategic value that can be transformed into a competitive advantage in the provision of the services offered.

The consequent choice is the implementation of its own Integrated Management System for Quality and Information Security (SGI) compliant with UNI EN ISO 9001:2015 and ISO/IEC 27001:2013 standards.

This system, given compliance with the laws in force, the technical-contractual regulations and those relating to product safety and the protection of personal data, regulates the organizational and technical activities of the organization in a systematic, planned, documented and aimed at satisfaction of specified requirements, management of business risks and continuous improvement, in accordance with the context in which the company operates and the expectations of interested parties.

Furthermore, thanks to the implementation of its Integrated Management System, the organization aims to:

- ⊕ instill a culture of quality and information security in its employees, making them aware of the importance of each individual's role.
- ⊕ plan your SGI based on the Risk Based Thinking approach and govern the identified risks,
- ⊕ manage non-conformities and incidents adequately in terms of prevention, timely recognition and treatment, since process/product and information security anomalies result in additional costs and possible damage to the interested parties, its customers and its image.
- ⊕ satisfy client requests.
- ⊕ continuously improve the product/service provided, in line with market needs through marketing surveys and customer feedback, paying attention to information security and the protection of personal data.
- ⊕ continuously adapt the company's production capacity and flexibility, in order to maintain a high competitiveness of its products and an optimal quality/price ratio.
- ⊕ know the information managed within the activities and evaluate its criticality in order to implement adequate levels of protection.

File	Ver	Aggiornamento	Pagina
PL01 Information Security and Quality Policy v1.0_eng.docx	1.0	24.10.2023	1 di 3
<input checked="" type="checkbox"/> Pubblico	<input type="checkbox"/> Interno		<input type="checkbox"/> Confidenziale

- ⊕ comply with all applicable laws and regulations, comply with security commitments established in contracts with interested parties (SLAs), and comply with company procedures.
- ⊕ involve and transmit this Information Quality and Security Policy to staff at all levels.
- ⊕ collaborate with qualified technological partners, who guarantee reliability in terms of information security.
- ⊕ constantly monitor the progress of processes and, based on these, establish and achieve objectives to improve one's performance.

The improvement plan defines in detail the improvement objectives, which are an integral part of the Policy.

To this end, the general guidelines of the company mission have been defined, which can be summarized as follows:

⇒ **Attention to the Customer**

The measurement of our Customers' satisfaction constitutes the reference index for the implementation of improvement programs. It is based:

- ✓ on the direct measurement of customer satisfaction by the Sales Management through informal conversations which, if necessary, transform into complaints subsequently managed,
- ✓ on the detection of complaints spontaneously communicated by customers to Enghouse Italy S.r.l. staff;
- ✓ on the formal measurement of Customer Satisfaction through questionnaires administered to our Customers.

⇒ **Quality and safety of supplies**

It is expressed through:

- ✓ the supply of Products and Services compliant with the requirements of our Customers and internal quality parameters,
- ✓ the constant monitoring of our suppliers through some indicators on aspects of particular relevance for us,
- ✓ The implementation of procedures aimed at certifying the conformity of certain supplied products with the technical requirements of our product.

⇒ **Quality of human resources**

The awareness of the need to increase the competence and active involvement of our staff thanks also to the constant attention to the training of resources is the basis of the quality of the offer to the customer and the guarantee of the protection of confidentiality, integrity and availability of information.

To ensure this competence, training management processes and monitoring of its effectiveness have been defined.

File	Ver	Aggiornamento	Pagina
PL01 Information Security and Quality Policy v1.0_eng.docx	1.0	24.10.2023	2 di 3
<input checked="" type="checkbox"/> Pubblico	<input type="checkbox"/> Interno	<input type="checkbox"/> Confidenziale	

⇒ **Information security**

The Management is convinced that information assets must be adequately protected, combining the need to protect the value of information with the need to ensure the efficiency, effectiveness and continuity of business processes. For this reason, it places similar attention on the elements that support information and allow its management: organization and processes, technological and physical infrastructures, people.

⇒ **Implementation of business and information security objectives, of the Policy and, more generally, of the Integrated Management System**

The Management aims to increase:

- ✓ the effectiveness (achievement of concrete results) and efficiency (achievement of results with minimum costs) of its processes and of the Integrated Management System in general,
- ✓ the effective management of any Non-Conformities, incidents and anomalies found and the prevention of potential Non-Conformities through all activities performed.

With regards to customer orders, we pay extreme attention to the correct and maximized allocation of resources. Furthermore, managers responsible for orders are incentivized to maintain margin targets on orders, eliminating all reasons for inefficiency.

⇒ **The constant commitment to improving the elements listed**

The pursuit of the improvement objectives relating to the guidelines listed above is implemented thanks to the application of the procedures defined within our Integrated Management System.

This Policy is periodically re-evaluated by the Management in order to adapt it to any regulatory, technological, organisational, economic and social changes.

Milan, 24.10.2023

File	Ver	Aggiornamento	Pagina
PL01 Information Security and Quality Policy v1.0_eng.docx	1.0	24.10.2023	3 di 3
<input checked="" type="checkbox"/> Pubblico	<input type="checkbox"/> Interno	<input type="checkbox"/> Confidenziale	