

INTEGRATED CORPORATE POLICY

IRIDEOS S.p.A. boasts skills and assets aimed at offering a wide range of ICT services to support Clients throughout their digital transformation process via integrated solutions that combine cloud, data centers, optic fiber, safety and innovation.

In line with its values, IRIDEOS places Clients at the center and focuses its activities on the pursuit of the following main objectives:

- promoting company specialization starting from key assets: Italian cloud platforms holding the AgID certification, data centers including the Avalon Campus in Milan, the largest Internet interconnection hub in Italy, the optic fiber network and the Security Operation Center in Milan to safeguard services and data;
- researching and offering innovative ICT products, solutions and services to ensure *business* continuity and the strengthening of its position on the market;
- improving production effectiveness and efficiency by controlling processes, therefore guaranteeing reliability and flexibility in the provision of services;
- guaranteeing the satisfaction of all parties involved (*stakeholders*);
- guaranteeing the safety of information and personal data;
- guaranteeing the business continuity;
- ensuring health and safety at work
- ensuring safeguarding the environment.

To promote and monitor the achievement of its objectives, IRIDEOS has implemented an Integrated Management System based on the requirements set out by standards **ISO 9001:2015** (Quality), **ISO/IEC 27001:2013** (Safety of Information), **ISO/IEC 20000-1:2008** (IT Services), **ISO 22301:2019** (Business Continuity), **ISO 14001:2015** (Environment) and compliance with Italian Legislative Decree 152/2006 (Environmental Regulations), **ISO 45001:2018** (Health and Safety at Work) compliance with Italian Legislative Decree 81/2008



(Occupational Health and Safety at Work), coupled with the Organization, management and Control Model and the Code of Ethics (pursuant to **Italian Legislative Decree 231/2001**).

In light of the above, IRIDEOS undertakes to:

- implement a risk management system, establishing the levels of risk deemed acceptable for every activity and any intervention protocol;
- determine opportunities for improvement by managing them according to the degree of priority assigned;
- guarantee the compliance with the law and self-regulation requirements envisaged;
- innovate and plan new ICT solutions;
- ensure the monitoring and continuous improvement of the services supplied to its clients via a Management System for IT services;
- meet the needs and requirements of Clients and Stakeholders in general;
- implement all the organizational, operational and technological measures necessary to prevent accidents, injuries and occupational diseases;
- empower workers and spread safety culture through training to prevent accidents, injury and occupational diseases;
- promote workers' participation and consultation at all levels;
- guarantee the integrity, confidentiality and availability of processed information and data, including personal data;
- empower workers when it comes to a management of information and data that complies with regulations on privacy and corporate self-regulation;
- meet the requirements and handle privacy risks when it comes to personally-identifiable information in compliance with the extension to ISO/IEC 27701;
- guarantee the safety and privacy of the data when it comes to Cloud services in compliance with what set out by the ISO/IEC 27017 and ISO/IEC 27018 guidelines;
- guarantee an effective management of information safety accidents in compliance with ISO/IEC 27035-1 guidelines;
- prevent interruption and define operational plans to ensure Business Continuity even under the most adverse conditions



- select Suppliers in a suitable manner and make sure they share and comply with the commitments concerning legislative compliance in terms of the health and safety of workers, environment, confidentiality of information, privacy and rules of ethical behavior established by IRIDEOS;
- establish ethical values and convey a socially responsible culture inside and outside the Organization;
- eliminate all forms of discrimination;
- prevent pollution, reduce energy consumption and improve the production/management of waste, changing the behavior in order to minimize the environmental impact of activities.

