



## IZI-to

### MANAGEMENT SYSTEM POLICY

The development of IZI-to's activities is guided by the incessant search for Quality and the preservation of Information Security, with a view to improving the services it provides, the satisfaction of customers, shareholders, employees and suppliers, the optimization of available resources and the commitment to meet requirements. In this spirit, the following commitments are made:

- To be guided by standards of excellence in the management of Quality and Information Security, conducting its activities responsibly and in accordance with the defined strategic guidelines, planning and executing them in order to permanently ensure the service it provides to its customers;
- Maintain a continuous search to improve the effectiveness of the implemented Management System, with the active participation of all employees and based on innovation, information sharing and the pursuit of excellence;
- Commit to upholding the highest standards of ethics and conduct as outlined in our Code of Ethics and Conduct, fostering a culture of integrity, transparency, and accountability. Additionally, ensure strict adherence to our Whistleblowing Policy, providing a safe and confidential platform for reporting any irregularities or ethical concerns without fear of retaliation.
- Integrate Environmental, Social, and Governance (ESG) principles into all aspects of our operations, fostering sustainable growth, social responsibility, and governance excellence for the benefit of our stakeholders and the wider community.
- Ensure that all activities are planned and executed in strict adherence to applicable regulations, legislation, and client-mandated requirements, thereby upholding the organization's commitment to compliance and meeting both current and future obligations;
- Ensure the processing of its customers' personal data in accordance with the Privacy Policy and the applicable legislation in force;
- Identify the needs and expectations of its relevant interested parties and ensure compatible levels of Quality in the services provided, as well as of the relevant stakeholders;
- Conduct a comprehensive risk analysis to proactively identify, assess, and mitigate potential threats, ensuring the resilience and continuity of our operations;
- Commit to adopting an impartial, rigorous, and fair conduct in the selection of suppliers, coupled with the ongoing evaluation of their performance and the products and services provided, while simultaneously ensuring that external entities adhere to the defined information security requirements;



- To provide training and encourage the development of human resources, equipping them with the necessary skills and professional demeanour to effectively carry out their responsibilities, while alerting them to the importance of adhering to established requirements and respecting rules and directives within this domain;
- Implement robust mechanisms to control and safeguard information, preventing and mitigating risks such as destruction, unauthorized access, theft, alteration, or improper disclosure, thereby ensuring the confidentiality, integrity, and availability of information.

This policy applies to all employees, contractors, and third parties involved in quality and information security management within the organization.

Utrecht, August 1st 2024

**Board of Directors**