

## Quality and Information Security Policy

The Board has embarked on a process of improvement of the organizational structure of the Company to support the business and, where possible, anticipate market trends.

The company, which is currently active in the field of Information Technology (IT), has undertaken a number of initiatives, especially in the technological and IT fields, in order to maximize customers' satisfaction.

The Company's goal is to ensure that all activities are developed effectively, efficiently and economically, through a management system based on the following fundamental principles:

- compliance with contractual requirements;
- continuous improvement of the quality of services, with a focus on customer satisfaction;
- constant focus on the search and elimination of "non-conformities", to guarantee the continuous improvement of processes;
- continuous development of skills and competencies, in order to be proactive towards customers and be able to anticipate their needs and challenges;
- constant enhancement of the Company's know-how and assets and of individual professional competencies, through the implementation of a human resources management system that ensures continuous evaluation and development of skills;
- pursuit of a spirit of collaboration with Suppliers, in order to establish positive relationships based on a continuous and joint growth of the overall Quality offered to the market;
- full compliance with the existing laws on safety, occupational hygiene, accidents prevention and environmental protection;
- periodic evaluation of the results and impact of business decisions, based on data provided by indicators relating to customer satisfaction, the quality of products and services, the efficiency of processes, including economic results;
- effective implementation of a risk-based thinking, to determine the factors that could cause the processes and management system to deviate from planned results, to implement preventive controls aimed at minimizing negative consequences and maximizing potential opportunities.

The Board, aware of its leadership role, considers Quality a cornerstone of its corporate strategy, promoting it at all levels of the Organization.

Furthermore, to ensure the security of information from internal and external threats, as well as deliberate or accidental, it provides that:

- information is made accessible only to authorized personnel, both internal and external to the company;
- whatever the format of the processed information, its availability, integrity and confidentiality are guaranteed in compliance with the applicable legislative requirements;
- constant monitoring of changes in assets and technology is carried out in order to promptly identify new vulnerabilities;
- constant training is undertaken on security issues, to allow for prompt identification of new types of threats;
- operational continuity is guaranteed through targeted actions, at both organizational and technological levels, and these actions are planned, constantly updated and periodically verified;
- all personnel are trained on safety, informed of the mandatory nature of company policies in this regard and made aware of the consequences deriving from the violation of company policies;
- periodic assessment of the effectiveness of the Information Security Management System (ISMS) and staff training are carried out, through tests and simulations within the scope of application (penetration / intrusion tests on logical-physical security, policy knowledge tests and simulations of violations);
- metrics and indicators are introduced to evaluate the performances of the system;
- tasks and duties related to critical activities are segregated (for example, development and testing with production);
- the risks are reduced at the source as much as possible;
- any breach of security, real or suspected, is communicated and investigated;
- security incidents are promptly identified and managed and authorities are notified whenever necessary;
- the use of unauthorized software is prohibited.

For these reasons, BinHexS has decided, starting from 2019, to adapt its internal Management System to the ISO 9001: 2015 and ISO / IEC 27001: 2013 standards.

In this regard, the Management has implemented initiatives such as:

- the implementation and maintenance of an effective Management System, to guarantee:
  - customer satisfaction;
  - the quality of products and services;
  - internal efficiency;
  - the security of managed information (whether pertaining to the company or customers).

- The implementation and maintenance of a monitoring system, with periodic reviewing of results, to ensure systematic control, with an emphasis on continuous improvement;
- management of human resources based on the development of competencies and skills.

To ensure the implementation of these initiatives, the Board annually defines a set of Objectives regarding the Quality of internal processes and Information Security, to guarantee:

- constant monitoring and analysis of data related to business processes;
- monitoring and measurement of customers' satisfaction;
- continuous improvement of the Management System;
- continuous training of staff on issues related to Quality and Information Security;
- verification of the effectiveness of the controls applied to the threats and vulnerabilities identified in the risk treatment plan;
- impact of the implemented controls on management effectiveness;
- the impact of changes brought by technology (new or modified vulnerabilities, risk reduction for new knowledge acquired based on technological progress);
- the impact of changes made to the configuration of systems;
- periodic reassessment of risks.

The Board is aware that, in order to successfully achieve the above mentioned objectives, the participation and accountability of personnel at all levels is required and therefore it encourages everybody in the Company to collaborate.

Mazzo di Rho, 07/01/2020

The Board

A handwritten signature in black ink, consisting of stylized, overlapping letters that appear to be 'JH' or similar initials.