



POL Management system policy

Company name	Ermetix Srl
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Version history

Version	Date	Description	Author	Approved by
1	01/04/2026	-- N/D --	Riccardo Poffo	Diego Fasano

Purpose

The organization promotes production/service delivery policies that reconcile the needs for economic development and value creation inherent to business activities with the requirements for environmental protection, social responsibility and information and data security. It also undertakes to comply with applicable laws while encouraging the dissemination of a culture of respect for legal principles.



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Field of Application

This policy establishes the commitment of Ermetix Srl's Top Management to quality and information security. It applies to the Integrated Management System governing the design, development, and provision of the Ermetix Unified Endpoint Management (UEM) and Mobile Threat Defense (MTD) software platform, in compliance with ISO 9001 and ISO 27001 standards.

Regulatory References

- ISO 9001
- ISO 27001

Terms and Definitions

- **Availability** : Property of being accessible and usable on demand by an authorized entity.
- **Confidentiality** : Property that information is not made available or disclosed to unauthorized individuals, entities, or processes.
- **Documented Information** : Information required to be controlled and maintained by the organization and the medium on which it is contained.
- **Integrity** : Property of safeguarding the accuracy and completeness of information.
- **Interested Party** : Person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity.
- **Top Management** : Person or group of people who directs and controls an organization at the highest level.

Roles and Responsibilities

- **chief executive officer** : Accountable for the overall effectiveness and security posture of the management system, leads periodic reviews, and approves risk management strategies to ensure alignment with the organization's strategic direction.
- **Management System Manager** : Responsible for the implementation, maintenance, and continual improvement of the Integrated Management System. This role ensures that this policy and related documented information are managed, communicated, and applied throughout the organization and oversees compliance with the relevant standards.

Management System Commitment and Objectives

Ermetix Srl Top Management establishes, implements, and maintains this Management System Policy to demonstrate its commitment to quality, information security, and customer



satisfaction. This policy is appropriate for the organization's purpose and context, which is the design, development, and provision of a Unified Endpoint Management (UEM) and Mobile Threat Defense (MTD) software platform. It supports the company's strategic direction and is based on a thorough understanding of internal and external factors as documented in the "Context analysis".

Top Management is committed to the following principles for the Integrated Management System, compliant with ISO 9001 and ISO/IEC 27001 standards:

- **Customer Satisfaction and Quality:** To consistently provide high-quality products and services that meet or exceed customer expectations. Ermetix Srl shall strive to enhance customer satisfaction by delivering a reliable, effective, and secure SaaS solution for managing and protecting device fleets. The effectiveness of these efforts is monitored as described in the "PRO Customer satisfaction analysis" procedure.
- **Information Security:** To protect the confidentiality, integrity, and availability of all corporate and customer information assets. This commitment is central to the design, development, and delivery of the Ermetix platform and is further detailed in the "POL Information security policy".
- **Framework for Objectives:** To establish a framework for setting and reviewing measurable quality and information security objectives. These objectives are derived from the company's strategic goals, risk assessments, and performance analysis. The methodology for this is defined in the "PRO Objectives and planning for their achievement" procedure.
- **Compliance with Requirements:** To satisfy all applicable legal, statutory, regulatory, and contractual requirements related to quality and information security.
- **Continual Improvement:** To continually improve the suitability, adequacy, and effectiveness of the Integrated Management System. The chief executive officer shall lead periodic reviews to enhance system performance, as governed by the "PRO Management Review Process".
- **Roles and Responsibilities:** To ensure that responsibilities and authorities for relevant roles are assigned, communicated, and understood throughout the organization. The Management System Manager is responsible for overseeing the implementation of roles and responsibilities as defined in the "PRO Roles and responsibilities procedure".

The Management System Manager shall ensure this policy is maintained as documented information in accordance with the "PRO Documented information management procedure". Furthermore, the Management System Manager is responsible for ensuring this policy is communicated, understood, and applied within Ermetix Srl and is made available to relevant interested parties as appropriate.

Archiving and Updates

This policy is reviewed at least annually, and whenever significant changes occur, to ensure its continued suitability and effectiveness. It is maintained as controlled documented information, and any updates are approved by Top Management. The archiving and update process is managed according to the "PRO Documented information management procedure".