
	INTEGRATED MANAGEMENT SYSTEM MANUAL	Cod.: MSGI - Ch. 1	
		Rev: 0	Date: 01/01/2026
MANAGEMENT SYSTEM POLICY		Coach: /	
		Page 1 by 2	

In line with the company's guidelines aimed at ensuring an effective and efficient organization capable of meeting the needs of all interested parties, Code Blue promotes the Quality and Security of information, Data Protection, and Cybersecurity, both of its personnel and any third parties acting on its behalf, as well as the protection of the information contained on the systems.

The adoption of these values is embedded in the company's culture and therefore represents a fundamental commitment in the conduct of its activities. This commitment is expressed through the adoption and maintenance of a Management System capable of:

- Developing the ability to respond to and anticipate the needs and expectations of customers and all interested parties, by monitoring their level of satisfaction, managing complaints, and promoting initiatives for their information and engagement
- Ensuring the continuous improvement of the methods to manage processes related to the design, production, maintenance, support, and marketing of systems, equipment, and software for telecommunications services, to achieve progressively better qualitative and quantitative results
- Making information available to authorized stakeholders in accordance with defined policies
- Complying with applicable laws and regulations concerning information security, data protection, and privacy
- Responding promptly to information security incidents
- Continuously improving control and monitoring processes and activities
- Regularly monitoring and assessing risks and opportunities related to company activities, and implementing the necessary actions accordingly
- Promoting the training and involvement of personnel in relation to the implementation of new activities, processes, and initiatives
- Engaging interested parties in activities aimed at safeguarding information security and ensuring the proper processing of personal data
- Providing the human, technical, and financial resources necessary to implement the above principles and achieve the defined objectives

	INTEGRATED MANAGEMENT SYSTEM MANUAL	Cod.: MSGI - Ch. 01	
		Rev: 0	Date: 03.05.2023
DESCRIPTION OF THE INTEGRATED MANAGEMENT SYSTEM		Coach: /	
		Page 2 by 2	

This policy is:

- Documented and updated whenever necessary;
- Communicated to all CodeBlue staff, through its publication on the company intranet;
- Accessible to external personnel through its publication on the company website;
- Subjected to periodic reviews to ensure its continued adequacy and validity.

The commitments outlined above are aimed at:

- Maintaining the highest level of confidentiality for all information processed by the organization, whether in paper or electronic form;
- Ensuring the availability of information in accordance with defined classification criteria
- Safeguarding the integrity of information to ensure its accuracy, completeness, and reliability, also in support of offered service continuity

The strategic objectives defined in the Security Policy are measurable.

All member of the organization are required to actively contribute to the development of Quality and Safety in the company, collaborating with the Management in defining processes and procedures, and committing to the detection and prompt resolution of non-conformities in line with the IMS documentation, with the aim of continuously improving the effectiveness of activities.

Through the implementation of the IMS, Management promotes a constructive mindset within the organization, enabling the achievement of defined objectives and the continuous improvement of information security.

Code Blue ensures that this policy is communicated to all relevant interested parties and integrated into the Management System Manual. It serves as a constant reference during periodic reviews to assess achieved results and define new objectives, in line with a continuous improvement approach to information security.

Signature
