Integrated Quality and Information Security Management System Policy (PO-SGI-EN)

NGS S.R.L.

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1. Introduction

NGS srl - Next Gen Solutions is a company that believes in the leverage of Quality and Information Security to continue to assert itself and grow in the field of information infrastructure and for this reason has decided to implement and manage an integrated system that complies with the UNI EN ISO 9001:2015 and UNI CEI EN ISO/IEC 27001:2017 standards.

NGS srl - Next Gen Solutions is specialised in high level and next generation IT infrastructures with focus on Cyber Security, IT/OT Security, System Integration and Automation and, through qualified personnel, provides customers with consultancy and services of the highest value in the following areas:

- **Enterprise**: security solutions designed for distributed companies and large-scale distribution
- **Manufacturing**: protection of connected systems designed for Industry 4.0
- **Cruise Market**: security and integration designed for cruise ships and cruise terminals

demonstrating its ability to provide services in accordance with customer requirements and the requirements of applicable laws and regulations.

The Management of **NGS srl - Next Gen Solutions** undertakes to:

- set annual Quality and Information Security objectives, keeping them constantly under control and following their improvement;
- keep its personnel constantly informed about its Policy, strategy and results;
- disseminate a culture for the quality of the services provided and for data protection and information security within the company.

2. Corporate strategic objectives

2.1. Vision

Make technologies an enabling factor for Digital Transformation and a business driver.

2.2. Mission

Be the Partner of reference for our Customers on information security and innovation issues.

2.3. Values

We believe in Innovation and the Value of People, putting the Customer at the centre of our activity.

3. Goals

Offer the target market the information quality and security expected for its services, in particular thanks to:

- the certifications it has obtained or plans to obtain;
- the commitment of the management to pursue the highest quality and information security standards;
- an increase in the number of customers, constantly expanding in the national and international market;
- the adoption of advanced technologies for information confidentiality, integrity and availability.

In particular:

- all information is processed in accordance with international standards and the law;
- information and documentation are classified according to a confidentiality scale;
- profitable and lasting relationships and partnerships are cultivated with customers and suppliers;
- a backup and disaster recovery plan is used to ensure availability and integrity through services offered by cloud platforms;

NGS S.R.L.
www.nextgensolutions.it • info@nextgensolutions.it • pec: ngssrl@mypec.eu
Piazza Aldo Moro, 10 • Torre NET 15° piano • 35129 • Padova (PD) • ITALY • **Ph. +39 049 825 7376**
VAT IT03769650247 • SDI CODE T9K4ZHO

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- an image of organisational and professional quality and attention to customer needs and expectations is cultivated and affirmed, in particular:
  - improvement activities are planned with personnel/employee in order to ensure customer satisfaction;
  - compliance of its products and services with current regulations and applicable legislation is pursued and updates and developments are monitored;
  - utmost attention is paid to ensuring that the service on customer IT infrastructures complies with regulations currently in force both at the European and international level, through internal training and the use of certified products that comply with technical and regulatory standards;
  - the culture of continuous improvement and innovation of the services provided is increased, so that it becomes a fundamental asset of the Company, through constant verification of the effectiveness of its actions;
  - personnel are held accountable, involved and trained for effective implementation of the corporate management system.

In particular:

- the management shows interest and passion in conveying the principles described in the company policy;
- personnel implement the management system in the daily activities put in place by the management;
- the performance objectives to be monitored over time are defined with the aid of numerical indicators, in order to ensure continuous improvement of the management and performance of the Integrated Management System for better corporate performance;
- proper application of the technologies used is ensured and, where possible, improvement of those technologies or the adoption of more advanced information security technologies is pursued.

4. Management commitment

In order to always ensure adequate standards for its customers in the definition of its strategic plans, the management never excludes security aspects by choosing:

- **Training** courses for employees that best suit the reference context;
- **Certified suppliers** able to provide the right security guarantees and technologies with the highest standards;
- **Employee skills** which are appropriate to their role in the company, taking into account the function sheets that the human resources department makes available to the management.

5. Continuous improvement

In order to ensure customer satisfaction and raise security standards, NGS srl - Next Gen Solutions expresses high levels of:

Visibility

In order to improve market share, it is necessary to build the loyalty of existing Customers and acquire new ones.

This can only be fully achieved to the extent that the acquired Customer is satisfied with the service/product provided. Customers to be acquired must be provided with a product and a service that builds loyalty towards the brand and is able to create a strong sense of belonging.

Competence

The qualified and continuously motivated personnel must be able to meet customer needs and pursue continuous improvement, through qualified training courses, seminars and professional refresher courses, both towards acquired customers and those to be acquired as well as towards the Management.

Information Security

Information security is a priority asset covering all aspects of confidentiality, integrity, availability.

Quality

Effective implementation of the Integrated Quality and Information Security Management System Policy will be pursued through formal definition of the organisational structure adopted, with particular reference to the allocation

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of responsibilities, assigned not only for ordinary operations but also for the prevention, identification, registration and correction of any and all Non-Conformities.

Through its Management and all its Employees, **NGS srl - Next Gen Solutions** provides evidence of:

- creativity and listening
- helpfulness and responsiveness
- cooperation and trust.

The results achieved by the Integrated Quality and Information Security Management System will be reviewed by the Management on an annual basis.

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