CYBER SPHERE'S QUALITY POLICY

Cyber Sphere's Top Management has established Company's structure and human resources to continuously improve through:

➢ Implementation of UNI EN ISO 9001:2015
➢ Adoption of a risk-based thinking approach, as required by the above-mentioned standard
➢ Update of risk and context analysis
➢ Definition of Quality Policy, keeping it active and reviewing it periodically
➢ Dissemination of quality culture at all levels of the organizational structure through specific training activities so that the Quality Management System is understood, implemented and maintained at all levels
➢ Design, application and maintenance of a Quality Management System as a management tool
➢ Certification of Quality Management System by an accredited Certification Body and its continuous maintenance
➢ Definition of statistical techniques and quality indexes, by meaning quantitative parameters used to monitor and analyze the continuous improvement of the Quality Management System
➢ Experience, technical skills and constant updating so that provided services will meet Customers' expectations

Cyber Sphere S.r.l. implements the above-mentioned improvement by achieving:

➢ Compliance with the applicable regulations/legislation
➢ Customer satisfaction, gaining Consumer fidelity
➢ Continuous and constant improvement of internal efficiency, with consequent reduction of mistakes and *muda*
➢ Consolidation of market positions and acquisition of new Customers
➢ Fulfilment of the mandatory requirements

Cyber Sphere's MISSION is to protect its Customers' information from threats that may result in leakage, modification, or unavailability due to criminal actions or accidental mistakes. This protection is achieved by providing suggestions and implementing technical and organizational countermeasures, based on the Information Security Management System (ISMS).

The VISION which supports this MISSION, is based on three main principles:

1. CYBER 'S FEAR
   Crisis and stress management, due to potential hacker attacks, is the main focus. The goal is reached once Customers do not feel any risk and can concentrate only on their own business.
2. OUR PASSION AVAILABLE FOR EVERYONE
   The unknown is a source of fear for everyone. Cyber Sphere believes that cyber security can be explained in a natural way. Technical terms are avoided when they are not necessary. Helping Customers understand the details is an obligation and also a way to explain Cyber Sphere's value.
3. CYBER SPACE HAS NO FRONTIERS
   Cyber Sphere has an international imprinting. In daily activities and documentation, English is used. Since a hacker attack can start from everywhere, the Company collaborates with worldwide cyber security experts and organizations.

Cyber Sphere's intention is to become a leading company in cyber security protection, offering complete and customized solutions to protect Customers' IT infrastructures from increasing

Internal Code:
QMS-ATT01

Classification of Document:
INTERNAL (Only Company's Workforce)

Page:
1 of 2

sophisticated threats. Company is committed to ensuring maximum Customer satisfaction through the highest quality services, a proactive approach to threat prevention and continuous research of excellence.

With this aim, Cyber Sphere operates:
➢ With efficiency, by meaning with the highest level of competence
➢ Effectively, so that the contractually agreed targets are achieved within the right time-frame
➢ With confidentiality, in order to ensure the protection of the Customer and the protection of its know-how
➢ With confidence, to establish a trusted relationship with Customers in order to achieve the defined targets and satisfy even unexpressed needing
➢ With an active approach to social responsibility, taking care of Customers, environment and community's interests
➢ With regard to environmental sustainability, using a large part of energy produced from renewable sources

Vaprio d'Agogna, 02/12/2024

CYBER SPHERE SRL
Via Piantà n. 8
28010 Vaprio d'Agogna (NO)
p.iva 16189471002

Internal Code:
QMS-ATT01

Classification of Document:
INTERNAL (Only Company's Workforce)

Page:
2 of 2