

QUALITY AND ISMS POLICY

Connectx is committed to upholding a quality system that aligns with the standards of ISO 9001:2015 and ISO 27001:2022 (or any other relevant standard following the Annex SL Structure). This commitment supports our primary objectives, purpose, and organizational context.

It is the policy of the company to:

- Ensure satisfaction for all our clients, stakeholders, and interested parties by meeting and, whenever possible, exceeding their expectations.
- Ensure that the details of our policy are communicated to all relevant interested parties, including external stakeholders when necessary. Assess the need for communication and identify appropriate methods in relation to the business management system. This encompasses, but is not limited to, clients and their requirements as outlined in contracts, purchase orders, or other specifications.
- Ensure compliance with all legal obligations, codes of practice, and any other pertinent requirements pertaining to our operations.
- We are dedicated to protecting the confidentiality, integrity, and availability of all company and stakeholder information throughout its entire lifecycle, from creation to disposal.
- Safeguard all information assets, both physical and digital, by implementing suitable security measures, managing access effectively, and following secure handling procedures.
- Minimizing hazards, preventing injuries, promoting well-being, and reducing pollution;
- Ensure that the essential resources and equipment are available, along with skilled and knowledgeable staff, to achieve these goals effectively.
- Make certain that every employee is informed of their personal responsibilities regarding this quality and information security policy.
- Establish a management system designed to meet these objectives while striving for continuous improvement based on "risk" assessment and adherence to an ethical code of conduct.

This Manual offers a structured approach for establishing, tracking, evaluating, and accomplishing our goals, programs, and targets.

Client service plays a crucial role in maintaining quality standards. To achieve this, all employees undergo training to enhance their awareness and understanding of quality and information security, as well as their impact on client service.

To guarantee that the company remains focused on ongoing improvement, the Senior Management Team conducts regular reviews of the Quality and ISMS system to confirm its relevance and effectiveness for our business. Additionally, the Quality and ISMS system undergoes both internal and external audits on an annual basis.

SCOPE OF THE POLICY (ISMS ONLY)

The scope of this policy pertains to Connectx's utilization of computer systems and its data management practices aimed at delivering media development services. It also addresses, when relevant, external risk factors, including outsourced functions.

The company's policy is to:

- Safeguard your information assets in all their forms, including digital, physical, and intellectual property.
- Show accountability for the effectiveness of your information security measures.
- Regularly test and update incident response and business continuity plans, ensuring that there are clear reporting lines for any security incidents.
- Foster continuous security awareness and training initiatives.
- Commit to evaluating and managing information security risks within the supply chain by incorporating security requirements into supplier agreements and consistently reviewing third-party security compliance.