



**INTEGRATED MANAGEMENT SYSTEM
POLICY (IMS)
Quality (ISO 9001) and Information
Security (ISO 27001)**

Revision History						
Document Code	Date	Rev	Description	Prepared	Reviewed	Approved
POL-SI-001	30/06/2026	1	First Issue	RSGI IMS Manager	DIR Management	DIR Management



1. General Information and Corporate Vision

Management has made the strategic decision to implement, maintain and continuously develop an **Integrated Management System (IMS)** in accordance with the international standards **UNI EN ISO 9001** (Quality Management) and **UNI EN ISO 27001** (Information Security Management).

The Company is a global leader in the provision of technology solutions for the hospitality industry. Through the development of POS cash register systems, mobile handheld devices and related services characterized by high reliability, robustness and ease of use, the Organization efficiently digitalizes its customers' operational processes, contributing to a seamless hospitality experience throughout the world.

In an environment where millions of orders are processed every day through tens of thousands of active devices, product excellence, a unique user experience and service continuity are intrinsically linked to the need to ensure the **integrity, confidentiality and availability** of the information and data being processed.

2. Commitment of Top Management

Top Management assumes full responsibility and a leadership role for the effectiveness of the Integrated Management System (IMS), formally committing to:

- **Providing the Necessary Resources:** Ensuring the availability of the human, infrastructural, technological and financial resources required for the establishment, implementation, maintenance and continual improvement of the IMS.
- **Supporting Continual Improvement:** Continuously promoting the development of internal processes, technological innovation and the effectiveness of security measures, adapting them to the evolving business environment and changing cybersecurity threats.
- **Ensuring Compliance:** Operating in full compliance with customer requirements, applicable laws, tax regulations and all mandatory requirements governing hardware products and telematic software transmission services.
- **Engaging and Raising Awareness Among Personnel:** Ensuring that all individuals working under the control of the organization are aware of their role, understand the value of their contribution to the success of the IMS, and recognize the consequences of failing to comply with quality and information security requirements.



3. Core Principles of the Integrated Management System

Daily operations, innovation development and service delivery are based on three fundamental methodological pillars:

- **Process Approach:** Clear identification of all business activities and their interactions, ensuring that each process is properly planned, monitored and provided with the necessary resources.
- **Risk-Based Thinking:** Systematic assessment of risks and opportunities related to both product quality and information security. Every business decision is made after evaluating its potential impact on business operations and data security.
- **The Information Security Triad:** Comprehensive protection of the Company's and its customers' information assets through the safeguarding of:
 - **Confidentiality:** Access to information is granted only to authorized individuals.
 - **Integrity:** Ensuring that data, including fiscal transactions and orders, is not altered, modified or manipulated without authorization.
 - **Availability:** Ensuring that POS systems, handheld devices and cloud-based services remain accessible and operational at all times, preventing disruptions to customers' business activities.

4. Strategic Objectives

In order to translate its commitments into tangible results, Top Management establishes the following strategic objectives:

- **Customer Satisfaction and Retention:** Providing solutions and support based on clear and shared objectives, transparent contractual arrangements and highly reliable devices, ensuring added value that is genuinely recognized and appreciated by the end user.
- **Product Excellence and Innovation:** Developing technologies that deliver a unique user experience and an emotionally engaging design, setting the benchmark in the global market in terms of robustness, reliability and durability.
- **Information Security Culture:** Creating a working environment in which personnel entrusted with, or authorized to access, confidential information are fully aware of their responsibilities and adequately trained regarding data protection obligations.
- **Privacy Protection:** Ensuring the confidentiality of information provided by, or relating to, customers, employees, business partners and suppliers.



5. Communication and Management Review

Management ensures that this Integrated Management System Policy is communicated, understood and applied at all levels of the organization and is made available to all interested parties through the Company's communication channels.

This Policy is periodically reviewed as part of the **Management Review** process in order to verify its ongoing suitability and alignment with the Company's strategic objectives.

The General Manager
Stefano Casarin

(The original signed document is maintained in the Company's archives at Via Sebastiano Venier 56, Marcon (VE), Italy.)