

Integrated Management System Policy

The organization's main goal is to deliver products and services that meet the needs and expectations of customers and offer added value to both, providing individualized and optimized solutions according to the objectives defined by the client, while complying with legal, regulatory and contractual requirements.

The products and services are provided according to specific quality requirements and agreed service levels. In addition, they are delivered with information security, privacy, and cloud measures in line with the risk criteria approved by the organization and its stakeholders, ensuring the continuity of business operations, at agreed acceptable levels, during a disruptive incident.

An Integrated Management System, in line with ISO 9001, ISO 20000-1, ISO 27001, ISO 27017, ISO 27018, ISO 22301, ENS and by adopting the best market practices has been implemented, with the purpose of developing, operating, maintaining and continuously improving its effectiveness:

An Integrated Management System has been implemented with the purpose of developing, operating, maintaining, and continuously improving its products and services, in line with ISO 9001, ISO 20000-1, ISO 27001, ISO 27017, ISO 27018, ISO 22301, ENS, and by adopting the best market practices.

This System is based on the following general principles:

1. Guarantee Confidentiality, Availability, Integrity, Traceability and Authenticity of the processed information on the transactional platform;
2. Guarantee that risk assessment is annually carried out or whenever there are major changes, to identify and anticipate possible threats to the Platforms, establishing risk levels and applying adequate controls;
3. Guarantee that assets which are in the cloud computing environment are all identified and are part of the regular process of risk assessment;

4. Clearly define the roles of the cloud service users and the context in which they use the cloud service, and the cloud service administrators of the cloud service customer who have privileged access;
5. Ensure the segregation and protection of information, since processes are executed in a multi-tenant, virtualized cloud service;
6. Guarantee that access by the cloud service provider to the information stored in the cloud computing environment is carried out through well-defined roles and responsibilities, between the organization and the provider;
7. Adopt organizational, people, physical and technical measures designed to guarantee the level of security required by current regulations and the risk assessment, in relation to the protection and treatment of personal data and information security;
8. Regularly monitor the cloud service provider's organization, where customer data may be stored, in order to keep the information regarding the service provider up to date;
9. Gain customer loyalty, through compliance with the defined service requirements and/or SLAs;
10. Provide quality services in order to meet applicable requirements and the needs and expectations of clients, employees and other interested parties;
11. Regularly review Service Level metrics to assess whether it is appropriate to improve them, based on collected historical data and client feedback;
12. Perform clients' satisfaction surveys that assess their satisfaction, as well as their needs, expectations and requirements in what regards the delivery of services;
13. Guarantee the MTPD, RTO and RPO of the platform transactional services, minimize downtime during incidents and improve recovery times, through the implementation of effective and regular testing and performance evaluation of the business continuity procedures and plans;
14. Establish, comply, regularly revise, improve all the adopted Integrated Management System requirements;
15. Create, maintain and improve the Policies and Procedures;
16. Define and monitor clear objectives and KPIs;
17. Comply with the applicable legal and regulatory obligations in all geographies, as well as contractual requirements, ensuring continuously updated services;

18. Promote the continuous development of employees, by encouraging initiative, fostering teamwork and providing all professionals with the necessary knowledge and ongoing training to ensure adequate levels of performance and motivation in their job roles;
19. Ensure awareness and training on the Integrated Management System to drive continuous improvement and foster a culture of excellence across the organization;
20. Perform annual internal and external audits to verify System's conformity and its effective implementation and maintenance.
21. Conduct Management Reviews at planned intervals, to ensure continuing suitability, adequacy and effectiveness of the management system.

Simplifae's Top Management shows its commitment to the Integrated Management System by providing the necessary resources for its maintenance, operation, and continual improvement, as well as by setting objectives aligned with the organization's strategic goals to ensure its effectiveness.

This policy is disclosed to all interested parties according to their specific needs.

Approval

Version	Created	Date	Reviewed	Date	Approved	Date
2.0	Margarida Santana	02/03/2026	Marta Ferreira	03/03/2026	Marta Ferreira	03/03/2026
1.0	Margarida Santana	01/09/2025	Marta Ferreira	02/09/2025	Marta Ferreira	02/09/2025

Background History

Version	Date	Changes Description
2.0	03/03/2026	Template update, following transition to Simplifae.
1.0	02/09/2025	Document Creation