INTRED
CONNESSI SEMPRE

INTEGRATED POLICY
Quality, Environment and
Information Security
(rev. 02 of 09/01/2026)

The integrated policy of Intred is based on principles considered of fundamental importance for the purpose and scope in which we operate.
The organisation is committed to providing high-quality services, complying with the international requirements ISO9001 (*Quality Management*), ISO14001 (*Environmental Management*) and ISO27001 (*Information Security*) with the extension ISO27017 (*Security of Cloud Services*) and ISO27018 (*Protection of Personal Data in Public Clouds*).
Our integrated policy is aimed at ensuring customer satisfaction, protection of the environment and information security, with extended controls in the cloud environment.
In particular, we believe that meeting the expectations of all interested parties, in relation to the relationships undertaken, the services provided and the impact that these may have on the Company's Business and on the achievement of the strategic objectives, is a priority objective to be pursued constantly by all levels of the Organisation in the course of our work.
The Management is therefore aware that our ability to satisfy the interested parties enables us to achieve the growth and lasting success of our Organisation.

Through the General Management we undertake to implement the Integrated Quality, Environment and Information Security Policy according to the points listed below.

Focus on customers and interested parties

Our priority is to understand the needs of customers and interested parties, planning activities to satisfy them fully. Likewise, we operate in compliance with the requests and requirements of the reference market and of the country in which we operate (complying with laws and regulations) and of all the parties involved in our critical processes.

Process approach

We adopt a process approach to ensure efficiency and optimisation of resources in all our activities. Through the mapping and continuous monitoring of processes, we promote the improvement of operational effectiveness, ensuring compliance with the quality, environmental and information security requirements.

Leadership

The Management of Intred is committed to providing clear and proactive leadership, focused on achieving the company objectives. The management is responsible for promoting a culture of responsibility, ethics and continuous improvement within the organisation, ensuring that every decision and action is aligned with the principles of quality, sustainability and information security.

Risks and opportunities

The management of risks and opportunities is an integral part of the company strategy. We systematically identify and assess the risks relating to service quality, environmental protection and information security. We implement preventive measures to reduce risks and seize the opportunities that can bring added value to the Organisation and to our stakeholders.

Stakeholder engagement

We believe in the active engagement of all stakeholders, promoting a continuous and transparent dialogue. We involve our customers, suppliers, employees and partners in a process of collaboration aimed at mutual improvement, sustainability and information security. Listening to their needs allows us to continuously improve our services and to anticipate market needs.

Continuous improvement

Continuous improvement is the foundation of our company policy. We constantly monitor our performance through measurable objectives and key indicators, ensuring the effectiveness of our processes and compliance with the requirements of the Management Systems applied. We invest in staff training, technological innovation and process optimisation to constantly raise the level of quality, security and sustainability.

Pollution prevention and environmental sustainability

The Organisation is committed to minimising the environmental impact of its activities, preventing pollution through the adoption of sustainable practices and low environmental impact technologies. Our efforts are aimed not only at compliance with environmental regulations, but also at exceeding the required sustainability standards, actively contributing to the protection of the environment.

Information security

Through the adoption of advanced security measures and compliance with the regulations in force, we aim at the absolute protection of sensitive data and digital infrastructures. We implement access control, encryption and continuous monitoring solutions to prevent unauthorised access, loss or tampering of data. All employees are regularly trained to recognise and address cyber threats, contributing to a secure and compliant environment.

Security of Cloud Services and Privacy Protection (PII)

The Organisation is committed to guaranteeing high security standards specific to the provision of its cloud services and the utmost protection of the personal data (PII) entrusted to it by its customers. Our strategy is based on the following pillars:
Shared Responsibility: We guarantee maximum clarity in defining the security roles and responsibilities between Intred and the cloud customer.
Purpose and Lawfulness of processing: We undertake to process personal data exclusively in accordance with the documented instructions received from customers and never for independent purposes or for our own commercial purposes, such as marketing or advertising, without explicit consent.
Transparency: We ensure full transparency regarding the geographical location of data and any use of sub-processors, notifying the customer of them in advance.
Incident Management: We guarantee timely procedures for notifying customers of any personal data breaches (data breach) that may affect their assets.
Erasure and Return: We implement secure processes for the return or definitive erasure of data at the end of the service or of the defined retention period.

Management signature

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