

Integrated Management System Policy

UNTILE considers it extremely important to implement an Integrated Management System (IMS), in accordance with ISO 9001 standards, complemented by similar initiatives related to the Information Security Management System (ISO 27001) and NP 4552 – the Work-Life Balance Management System, which is supported by the Integrated Management Manual (IMM).

UNTILE's Integrated Management System is based on processes, with clearly defined objectives and goals aimed at satisfying stakeholders, both internal and external, and controlling potential information security risks. It is supported by risk-based thinking and opportunities, allowing us to reduce undesirable effects.

As such, UNTILE's management is committed to:

- Maintain an integrated relationship between the requirements encompassed in ISO 27001, ISO 9001, and NP 4552, as well as other standards within the company, such as GDPR, as a tool to support IT management, improving processes with a focus on information security;
- Ensure the existence and continuity of a Management System as an integral part of UNTILE's management;
- Honor the legal requirements and other relevant national, European, and international standards in the field of information security and quality management;
- Promote the systematic review of the Integrated Management System across all areas of activity, ensuring it remains adequate and up-to-date, assessing the need for changes, and ensuring alignment with UNTILE's strategy and objectives;
- Ensure that the Integrated Management System Policies are known to all employees, making them available for consultation through the appropriate internal channels (e.g.: shared Cloud folders);
- Implement a continuous process of awareness and training for employees in the field of information security and other relevant matters for personal, technical, and/or organizational development.

Quality Policy

UNTILE aims to ensure that all services and products provided meet the contractual conditions, as well as the applicable legislation and current legal requirements.

UNTILE's commitment, based on our values, includes:

- Ensure, in a planned manner, the response to the demands and expectations of customers and stakeholders, guaranteeing customer satisfaction by addressing their requests with competence and professionalism, within the applicable legal and regulatory framework;
- Provide the necessary human and material resources capable of supporting the necessary changes for the continuous improvement of the quality of final services, by studying the factors that affect quality, and appropriately modifying processes and procedures to eliminate the causes;
- A commitment to the continuous improvement of supplier performance, guiding relationships with them to meet the needs of our customers;
- A commitment to attention to relevant stakeholders and their requirements, impacting our ability to consistently provide services that meet customer and other applicable requirements, and to act accordingly;
- Optimize costs by making the best use of available human and material resources;
- Continuously improve processes and services as a fundamental tool to increase efficiency, competitiveness, and customer loyalty. To achieve this, there is a commitment to employee training (and respective investment in their ongoing learning), aiming to engage and motivate the entire team to achieve continuous improvement.

Information Security Policy

UNTILE is committed to developing specific policies and procedures that comply with internationally recognized standards, which are auditable and define the requirements for implementing an Information Security Management System (ISMS), covering, in particular, the areas outlined in ISO 27001 standards, as well as the General Data Protection Regulation (GDPR) with respect to Human Resources, Information Management, Access Management, Physical and Environmental Security, Security Incident Management, Business Continuity Management, Legal Compliance, and Personal Data Protection.

We are committed to:

- Ensure the proper protection of information, in terms of integrity, authenticity, availability, and confidentiality in processes and activities;
- Restrict access to information exclusively to individuals who need to know it to perform their duties and tasks;
- Guarantee transparency by combining the duty to inform with the clear establishment of rules and procedures to be adopted for the security of the information under the responsibility of this sovereign entity;
- Ensure that information security activities are proportional to the risks being mitigated and limited to what is necessary, minimizing disruption to UNTILE's regular operations;
- Ensure that the defined security policies and procedures are integrated into work processes, and the execution of daily tasks is guided by their compliance;
- Clearly define the responsibilities and roles of the entities involved in information security, ensuring they are subject to regular monitoring and auditing..

Work-Life Balance Policy

UNTILE believes that achieving a balance between professional and personal life is fundamental for creating a more competitive company, with a central focus on meeting the needs and expectations of all relevant stakeholders, based on flexibility, respect, and equal opportunities.

UNTILE emphasizes the importance of every employee's contribution to the development of better work-life balance policies and their proper and effective use, as this commitment and investment from the company is in the best interest of the employees.

As such, management is committed to

- Ensure quality in employment by promoting stability and essential balance in employees' lives, as well as the continuous improvement of their skills and competencies;
- Promote continuous training actions to enhance qualifications and the development of employees' skills;
- Attract and retain employees with growth potential who are committed to the company's mission and values;
- Ensure employee satisfaction by conducting periodic surveys to understand their expectations, needs, and level of motivation;

- Promote effective internal communication and information sharing;
- Provide additional and social benefits aimed at valuing, motivating, and ensuring the well-being of employees;
- Provide all employees with conditions for their professional, social, and personal development, in compliance with applicable legal provisions;
- Ensure systematic monitoring, analysis, and review of best practices and balance measures, ensuring they remain adequate and up-to-date, and aligned with the needs and expectations of all stakeholders, particularly internal stakeholders;
- Offer employees ways to manage their time, supported by the company's remote-friendly image, so as not to interfere with family responsibilities and not to negatively impact their professional performance;
- Respect diversity by opposing discrimination based on color, age, gender, marital status, ideology, political opinions, nationality, religion, sexual orientation, or any other personal, physical, or social condition among employees;
- Develop the principle of equal opportunity, which represents one of the essential pillars of professional development;
- Actively promote ethical conduct by identifying and communicating fundamental values and principles, establishing control mechanisms, and facilitating the submission of complaints without fear of retaliation;
- Adhere to the principles and values established by management to meet applicable requirements concerning work-life balance.