

INTEGRATED MANAGEMENT SYSTEM POLICY

HWG Sababa S.r.l. implements a quality policy focused on achieving customer satisfaction, trust, and loyalty, as well as compliance with regulations and laws in order to achieve and maintain the following objectives:

- Being a reference point for customers regarding the reliability of products and services provided, as well as adherence to service levels and release times;
- Ensuring excellence in relationships;
- Guaranteeing the satisfaction of both expressed and implied customer needs, as well as statutory requirements.

The company's commitment to these objectives is demonstrated by the systematic adoption, implementation, verification, and continuous improvement of the Quality Management System in accordance with UNI EN ISO 9001:2015 standards.

Similarly, another primary objective pursued by HWG Sababa S.r.l. is the security and protection of information and data entrusted by customers, as well as the protection and reliability of the technological, physical, logical, and organizational structure responsible for data/information management.

For this purpose, HWG Sababa S.r.l. has decided to establish, implement, maintain, and continuously improve an information security management system that is concurrently compliant with ISO 27001, TISAX, European Regulation 2016/679, and Italian privacy regulations, allowing the pursuit of the following macro-objectives:

- Define appropriate levels of information confidentiality, even in the automotive environment, and ensure them through processes and controls that achieve the expected and agreed-upon results with customers;
- Ensure the integrity of information managed on behalf of customers through appropriate processes, methodologies, and controls;
- Adopt, in agreement with customers, measures, processes, and controls that ensure the availability of expected information;
- Constantly assess information security risks in the customer service delivery processes and take appropriate treatment actions;
- Implement the most suitable actions to ensure that the resources involved have the competence and awareness of adequate information security.

This policy represents the ethical and fundamental commitment that HWG Sababa S.r.l. undertakes towards customers and third parties in every phase of relationships and in the provision of its services and products.

HWG Sababa S.r.l. has also decided to align itself with the system outlined by ISO/IEC 20000 standards, aiming to define a service management system and adhere to requirements that enable the planning, design, transition, delivery, and improvement of services, as well as to increase trust in contact with customers, partners, and all stakeholders.

In support of its strategy, the company has implemented and operates an ISO/IEC 20000 Management System that allows:

- Periodic management reviews to evaluate and improve business performance in relation to certain quality indicators;
- Identify and implement corrective actions, if necessary, to reduce the impact of abnormal conditions on the overall system operation to acceptable levels and maintain residual risk at acceptable levels;
- Ensure customer satisfaction by offering and ensuring the delivery of reliable and quality service;
- Ensure business and service continuity;

- Ensure the management and monitoring of parties involved in service delivery through appropriate contractual formalization, communication, performance analysis, and customer and third-party relationship management;
- Establish and maintain transparent and fair relationships with suppliers that bring mutual benefits.

Furthermore, HWG Sababa S.r.l. ensures continuity in the services provided to its customers, even in cases of greater difficulty, and expects the same commitment from its stakeholders.

The company commits – in accordance with the ISO 22301 standard – to systematically and planned pursue operational continuity objectives through, for example, the establishment of a crisis management committee and the definition of recovery point objectives (RPO; time needed to recover information used by an activity to allow it to resume) and recovery time objectives (RTO; the period, after an incident, within which the product, service, or activity must be restored).

In this way, HWG Sababa S.r.l. intends to: manage crises appropriately and promptly, minimizing their impacts on business (its own and that of its stakeholders), ensuring a rapid return to normal business activities; comply with constraints from current regulations and contractual obligations, continuously increasing its reliability; establish an Integrated Management System, including a Business Continuity procedure, that proves effective in practical application.

In order to also guarantee a rapid response to information security incidents, HWG Sababa S.r.l. has decided to align itself with the system defined by the ISO/IEC 27035-1 standard, which allows:

- planning and preparing for the management of information security incidents;
- detecting, reporting, and assessing information security incidents and the vulnerabilities involved in the incident;
- responding to information security incidents, including activating appropriate controls to prevent, reduce, and recover from the impact;
- appropriately managing reported information security vulnerabilities involved in the incident;
- learning from information security incidents and the vulnerabilities involved, implementing and verifying preventive controls, and making improvements to the overall approach to managing information security incidents.

HWG Sababa S.r.l. also commits to continuously improving its Management Systems.

Customers, Suppliers, and any other motivated interested parties can request more detailed documentation regarding the Integrated Management System Policy by sending requests to contacts@hwgsababa.com or by making a phone request to +39 045 4932800.

This policy is communicated within the organization and published in full on the company's website www.hwgsababa.com.