



For DBF Informática, a company dedicated to developing technological projects. Quality and respect for the environment are priorities and recognizable factors in the services it provides to its customers. The principles of our policy are based on respect for the fundamental values of our company, customer satisfaction and the commitment to continuous improvement in our work and quality, environmental and information security management processes. The quality, environment and information security policy is established and managed by the General Directorate of DBF, the highest management body of DBF.

PRINCIPLES

Regarding the fundamental values of our company;

- Professional independence.
- Development of our activity in a respectful and ethical manner.
- Promotion of responsible and sustainable actions in the scope of our activity.
- Commitment to the sustainability of our work and training services.
- Continuous education and training of our staff in quality and excellence at work.
- Commitment to meet the objectives of our clients.
- The DBF Management shows its commitment to protect the confidentiality of the information with which it operates in the provision of its services, guarantee its integrity in all the treatment processes that it carries out, as well as the availability of the information systems involved. . in these treatments.

Regarding our professional services;

- Satisfy the needs and expectations of our customers by meeting their objectives and developing all our work with the highest quality.
- Maintain confidentiality in our work and in the handling of our clients' documentation.
- Flexibility and ability to adapt to the work systems and human resources of our clients.
- Detailed study and development, professionally rigorous analysis and energy optimization as the primary ultimate goal and identifying mark of the sustainability of our work and training services.

Regarding our commitment to quality, the environment and information security;

- Train and engage each worker in quality management and environmental stewardship. In addition to guaranteeing the human resources management, before, during and at the end of employment
- Promote and involve the different agents that directly or indirectly intervene in our work in quality and environmental procedures.
- Establish quality and environmental objectives in the work, establishing performance criteria based on the work and ensuring its effective management by monitoring.
- Develop our designs and training work, considering the environmental aspects of each activity, focused on efficient exploitation in terms of the use of energy resources, promoting the use of renewable energies, the use of materials that are respectful of the environment and the environment. Efficient use of water.

- Protect the environment and prevent pollution directly derived from our work, ensuring the safety and well-being of people, reducing the generation of waste and managing its efficiency throughout the life cycle.
- Scrupulous compliance with the legislation, current regulations and applicable requirements, as well as other commitments subscribed by DBF.
- Periodically review the degree of effectiveness of the Management System, in order to detect weak points and be able to adopt the necessary actions, for a continuous improvement of our activities and performance in terms of quality and environment.
- Determine the internal and external interested parties that are relevant to the quality management system and meet its requirements, as well as understand the context of the organization and determine the opportunities and risks of the same as a basis for action planning. to address, assume or treat them.
- The protection of the facilities and the physical environment, through the design of safe work areas and the safety of the equipment.
- The guarantee of security operations by protecting against malicious software, making backup copies, establishing records and monitoring them. control of the software in use.
- The management of technical vulnerabilities and the choice of appropriate techniques for auditing the Systems.
- The security of communications, the protection of networks, and the exchange of information
- Assurance of security in the acquisition and maintenance of information systems, limiting and managing change.
- The control of relations with suppliers is contractually based on ensuring compliance with relevant security measures and acceptable levels in their services..
- The effectiveness in the management of Security Incidents, establishing the appropriate channels for their notification, response and timely learning.
- The realization of a business continuity plan that protects the availability of services during a crisis or disaster.
- Identification and compliance with applicable regulations, with a special interest in intellectual property and the protection of personal data.



Signed: DBF, S.A.
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