

SIMPLEX

Integrated Management System

IMS POLICY

Unified policy covering Quality, Information Security, Data Protection,
Business Continuity, Environmental and Occupational Health & Safety management

Referenced standards: ISO 9001 · ISO/IEC 27001:2022 · ISO 14001 (incl. EMAS) · ISO 45001 · ISO 22301

Approved by Top Management
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1. Purpose & Scope

At Simplex, our Integrated Management System (IMS) Policy is established with a practical and realistic mindset so that the entire Simplex community commits to our mission, vision, values and promises. It reflects our organizational purpose and establishes the commitments required to operate a responsible, resilient and sustainable organization.

This policy provides a unified framework that reflects our commitment to continual improvement and the reliable progress of both our organization and our customers, suppliers, vendors and partners towards greater efficiency. It establishes the framework for objectives across our management systems and ensures that all applicable requirements are fulfilled while supporting the continual improvement of our Integrated Management System (IMS).

This policy consolidates, under a single governance framework, the commitments Simplex previously addressed through separate domain-specific statements. It applies across the following management system domains and their corresponding international standards:

- Quality Management — ISO 9001
- Information Security Management — ISO/IEC 27001:2022
- Environmental Management — ISO 14001 and EMAS requirements
- Occupational Health & Safety Management — ISO 45001
- Business Continuity Management — ISO 22301

Data protection and privacy commitments (including GDPR) are addressed as a cross-cutting requirement embedded across all the above domains, given their relevance to information security, quality and operational governance alike.

Simplex commits to complying with all applicable obligations, requirements and responsibilities related to legal and regulatory requirements, contractual obligations, industry standards and best practices, as well as our internal policies, procedures and governance controls.

Simplex is committed to the continual improvement of its Integrated Management System across all applicable management system domains, through monitoring, evaluation, internal reviews, risk management and corrective actions.

Through our Integrated Management System and our internal values — We Own! We Respect! We Grow Together! — Simplex aims to ensure the commitments set out in this policy are upheld across the organization.

2. Quality & Customer Focus

Applicable standard(s): *ISO 9001*

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Our company has designed and follows a clear strategic plan and direction, aiming to continuously evolve and improve the areas in which we operate. Through this focused direction, we strive to become better and stronger not only within the market but also through strategic collaborations and partnerships that contribute positively to the wider market ecosystem.

Our Products and Services Portfolio, together with our strategic collaborations and partnerships, is designed with a strong customer-centric approach, aiming to deliver services that effectively satisfy the needs and expectations of our market community.

Simplex focuses on monitoring customer and partner satisfaction through the establishment and monitoring of SMART quality objectives.

All requirements arising from our collaborations — whether at customer level or partnership level — are taken seriously. We are committed to fulfilling any applicable requirements at the highest level of professionalism, while continually improving our Integrated Management System across all organizational levels.

3. Data Protection & Privacy

Applicable standard(s): *GDPR — embedded within ISO/IEC 27001:2022 and ISO 9001 controls*

Our organization operates a structured Integrated Management System that combines legal compliance with operational procedures to ensure the protection of personal data across the entire organization and throughout all forms of collaboration. This includes data related to visitors, employees, customers and any other individuals whose personal information may be processed during our operations.

Our commitment to data protection is not driven solely by regulatory obligations, but also by our ethical responsibility to manage personal data with integrity, respect and accountability.

Simplex continuously ensures compliance with applicable data protection legislation, including GDPR principles and regulatory obligations, while implementing best practices and responsible procedures for the secure management and processing of personal data.

4. Information Security

Applicable standard(s): *ISO/IEC 27001:2022*

As a data centre and technology services provider, Simplex recognizes that information security is fundamental to the trust placed in us by our customers, partners and community. Our Information Security approach is designed to support our operational purpose, ensuring that the protection of information assets remains a core element of how we design, deliver and operate our services.

Our Integrated Management System provides the governance framework through which information security objectives are established, monitored and improved. Through our IMS Portal, asset management practices and structured operational procedures, we ensure that our information security objectives are aligned with the organization's strategy, operational realities and evolving risk landscape.

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Simplex is committed to meeting all applicable information security requirements arising from legal obligations, regulatory expectations, contractual agreements and internal governance standards. We continuously ensure that our information assets — both our own and those entrusted to us by our customers and partners — are protected through responsible operational practices, controlled access, monitoring and structured security procedures.

Information security is not treated as a static control environment but as a continuously evolving capability. Through monitoring, internal reviews, risk management activities and the ongoing improvement of our Integrated Management System, we strive to strengthen our Information Security Management System and reinforce a culture of responsibility, trust and resilience across the organization.

Information security objectives are established, monitored and reviewed as part of the IMS management review process, aligned with the organization's risk assessment outcomes, strategic priorities and the requirements of ISO/IEC 27001:2022.

5. Business Continuity & Operational Resilience

Applicable standard(s): *ISO 22301*

Simplex is committed to ensuring business continuity and strengthening the organizational resilience of its operations. Recognizing the critical nature of the services we provide, we focus on maintaining the continuity of essential services and infrastructure that support our customers and partners.

Our approach includes the identification of critical services, preparedness for disruptive incidents and the establishment of appropriate response and recovery mechanisms. Through structured risk assessment, operational preparedness and coordinated response procedures, we ensure that our organization is capable of responding effectively to unexpected events and restoring normal operations within acceptable timeframes.

By continuously improving our resilience capabilities, Simplex aims to maintain service reliability, protect operational stability and reinforce the trust placed in us by our customers and partners.

Business continuity objectives are established, monitored and reviewed as part of the IMS management review process, in line with business impact analysis outcomes and the requirements of ISO 22301.

6. Environmental Responsibility

Applicable standard(s): *ISO 14001, including EMAS requirements*

Simplex is committed to protecting the environment by promoting responsible resource use and sustainable operational practices while minimizing the environmental impact of its activities.

We ensure compliance with all applicable environmental legislation and compliance obligations, integrating environmental responsibility into our operational processes and decision-making activities.

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Environmental protection is supported through structured monitoring, environmental objectives and measurable performance indicators that allow us to track and improve our environmental performance.

Through transparency, responsible environmental practices and organizational awareness, we continuously strengthen our environmental management approach and contribute to the protection of the environment and the sustainability of the wider community.

Environmental objectives are established, monitored and reviewed as part of the IMS management review process, in line with the organization's significant environmental aspects and the requirements of ISO 14001 and EMAS.

7. Health & Safety

Applicable standard(s): *ISO 45001*

Simplex is committed to providing and maintaining safe and healthy working conditions for employees, contractors, visitors and any individuals performing activities within or near our premises or at locations where our teams operate.

We actively work to prevent work-related injuries and ill health by identifying hazards, eliminating risks where possible and reducing occupational health and safety risks through responsible operational practices and structured safety procedures.

Simplex ensures compliance with all applicable legal and regulatory health and safety requirements while promoting a culture of responsibility, awareness and participation across our organization.

We encourage the consultation and active participation of our employees in health and safety matters, recognizing that a safe working environment is achieved through shared responsibility.

Through monitoring, evaluation and structured improvements, we continuously strengthen our Occupational Health and Safety Management System and enhance our health and safety performance across the organization.

Occupational health & safety objectives are established, monitored and reviewed as part of the IMS management review process, in line with hazard identification and risk assessment outcomes and the requirements of ISO 45001.

8. Governance, Communication & Review

This policy is maintained as documented information, communicated within the organization, and made available to relevant interested parties. It is approved by Top Management.

All employees, partners and collaborators are expected to support and comply with the principles and commitments established in this policy.

Management ensures that the Integrated Management System — and its alignment with ISO 9001, ISO/IEC 27001:2022, ISO 14001, ISO 45001 and ISO 22301 — is implemented, maintained and periodically reviewed.



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