Integrated Quality, Environmental and Information Security Policy

The White Team Consulting, S.L. (TWT)

Version	Date	Changes
26.02	30/01/2026	English translation of the integrated quality and environmental policy, version 26.02.
26.03	04/11/2026	Translation of the Spanish version 26.03 (03/11/2026). Adds information security (ISO/IEC 27001:2022): the statement also names the Information Security Management System, commitments 7 to 9 are added and communication includes the annual awareness sessions. The quality and environmental commitments do not change. Pending signature.

> English (UK) translation of the authoritative Spanish version (*politica-integrada-calidad-medio-ambiente.md*). In the event of any discrepancy, the Spanish version prevails.

Management Statement

The White Team Consulting, S.L. provides services for the **design, build, marketing, implementation and maintenance of technological solutions and information systems** to corporate clients in the banking, healthcare, retail and industrial sectors, in on-site, hybrid and remote-working arrangements.

Top Management establishes this Integrated Policy as the **framework for setting the objectives** of its Integrated Quality and Environmental Management System, in accordance with the ISO 9001:2015 and ISO 14001:2015 standards, and of its Information Security Management System, in accordance with the ISO/IEC 27001:2022 standard.

This Policy is **appropriate to the purpose and context** of the organisation, taking into account the nature, scale and environmental impacts of its activities (energy consumption, electronic waste, digital footprint and cloud operations), the expectations of interested parties, and the identified risks and opportunities.

Quality commitments (ISO 9001:2015)

1. **To satisfy customer requirements and the applicable legal and regulatory requirements** relating to our products and services, maintaining the conformity of deliverables and a focus on enhancing customer satisfaction.
2. **To continually improve the effectiveness of the Quality Management System**, embedding continual improvement across all of the organisation’s processes.
3. **To develop our people** through ongoing training and a culture of professional excellence, as the basis for service conformity.

Environmental commitments (ISO 14001:2015) — the 3 mandatory commitments + Amd 1:2024

1. **To protect the environment, including the prevention of pollution**, with specific commitments relevant to TWT’s context:
    - Responsible management of waste electrical and electronic equipment (WEEE) generated by the renewal of equipment.
    - Selection of cloud and hardware providers using energy-efficiency and low-environmental-impact criteria.
    - **Consideration of climate change** as a structural factor within the Integrated Quality and Environmental Management System, in accordance with the 2024 amendment to both standards.
2. **To fulfil the compliance obligations** undertaken by the organisation — whether legal, contractual or self-imposed — in environmental and quality matters.
3. **To continually improve the Integrated Quality and Environmental Management System in order to enhance environmental performance**, in particular in energy efficiency, waste management and digital footprint.

Information security commitments (ISO/IEC 27001:2022)

1. **To protect the confidentiality, integrity and availability of information**, both our own and our clients’, with measures proportionate to the risks that we identify and assess periodically.

2. **To comply with the applicable information security requirements**, whether legal, regulatory, contractual or undertaken by the organisation, including the protection of personal data.

3. **To continually improve the Information Security Management System**, learning from incidents and audits, and with the awareness of everyone in the organisation.

Communication and availability

This Policy is **communicated and understood** within the organisation through the employee portal, induction processes and the corporate email signature, and in the annual awareness sessions. It is **available to interested parties** via TWT's corporate website and on request.

Review

This Policy is **reviewed annually** at the management reviews (clause 9.3) or whenever substantial changes in the context, activities or regulatory frameworks so require. This version supersedes version 26.02, approved on 30/01/2026.

Approval

Item	Detail
Date	Recorded in the register of approvals and in the approval banner of the site, with the date and time of the Director General's OK via Teams
Approved by	Director General
Signature	No handwritten signature: the approval is recorded in the register of approvals, with the date and time of the OK and the md5 of the approved document.
Version	26.03
Supersedes	Version 26.02 (30/01/2026)

Controlling document of TWT's 2026 Integrated Quality and Environmental Management System and Information Security Management System, in accordance with ISO 9001:2015 §5.2.1+§5.2.2, ISO 14001:2015 §5.2 (3 mandatory commitments) + Amd 1:2024 (climate change) and ISO/IEC 27001:2022 §5.2.

Date: 04/11/2026.