

## **QUALITY MANAGEMENT SYSTEM, ENVIRONMENTAL MANAGEMENT SYSTEM AND INFORMATION SECURITY MANAGEMENT SYSTEM POLICY**

Relating and identifying with the customer is LEADERFORM S.p.A.'s vision which is to accompany the Customers by putting itself into play with them. A constant and programmed control of all the working procedures ensures the highest standards of quality in accordance with the company Quality Management System (QMS) and by constantly monitoring the environmental impacts generated (EMS).

To these purposes LEADERFORM has resolved to:

- guarantee the appropriate product and service processes for its own capacities and resources with constant attention to legally binding regulations, customer requirements and changes imposed by continual market evolution;
- continually improve its own organisation and to understand and meet the expectations and implicit and explicit needs of internal and external customers;
- keep its own activities under control in order to prevent any form of environmental pollution and guarantee respect of the internal and external environment, in accordance with the UNI EN ISO 14001:2004 regulation; the environment policy integrates with the other company strategies aimed at improving production, earning capacity, reliability and image.

In order to put this line of conduct into effect, the Management shall endeavour to:

- nominate one of its members to represent the Quality and Environment System;
- nominate a Quality and Environment Management System manager;
- define and document staff responsibilities, authorities and relations;
- ensure respect of the environmental laws applicable to the organisational activities;
- use technologies and means with low environmental impact in respect of the territory and of collective health and safety;
- encourage employee responsibility and sensitivity at all levels of company activity by means of suitable information and training programmes in order to obtain their cooperation in implementing and maintaining the system;
- select suppliers that demonstrate to have carried out initiatives in favour of the environment;
- aim at constant improvement of environmental performances by progressively reducing any environmental impacts connected with its own activities;
- review application of the Quality Management System and check that objectives are achieved.

### **VERONA (HEADQUARTER)**

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The Leaderform SpA Management annually defines improvement objectives with which to measure its own performance and the validity and effectiveness of its own environment management system, providing the appropriate means and resources.

Everyone must feel involved in creating and activating the Quality Management System. Everyone, including the customers, are invited to make suggestions for any possible improvement!

At its own head offices in Sona (VR), LEADERFORM has adopted an Information Security Management System according to the requirements outlined in the UNI EN ISO 27001 regulation which has the following general objectives:

- improvement of information security, including any in electronic format, under the aspects of availability, integrity and confidentiality;
- sensitization in regard to evolution in the field of information security systems;
- optimisation of data organisation and management in order to provide customers with increasingly qualified services and therefore achieve competitive advantages;
- reduction of any risk of service breakdown or slowdown.

LEADERFORM has adopted an Information Security Management System for the following reasons:

- to prove its good faith towards its customers and all the stakeholders involved, to safeguard its reputation, because LEADERFORM owes a great deal to its own credibility;
- not only to allow LEADERFORM to remain in the business world but also to grow and generate further income;
- to ensure that LEADERFORM is always on the right side of the law.

In order to put this Information Security Management System into effect and keep it active, the Management shall endeavour to:

- nominate one of its members to represent the Information Security Management System;
- nominate an Information Security Management System manager;
- adopt a method to assess the status and applicability of company computer system controls;
- adopt a method to assess the risks connected to the company's assets (subdivided into the following: Human Resources, Environment, Electrical Appliances, Data and Information).

This method must allow for the calculation of a reproducible and comparable risk index based on an analysis of accident probability and an analysis of the impact on business. The risk index must be calculated using the following formula:

Risk index = Probability X Impact

Risk assessment is the tool through which the management decides which measures to adopt in terms of risks connected to Information Security.

LEADERFORM staff must feel involved in the creation of this system and collaborate in proposing any possible improvements.

The staff must always draw inspiration from the principles of diligence and correctness, attitudes which sustain every act of behaviour in the working or collaboration environment.

In order to involve and inform all its internal and external collaborators, LEADERFORM has decided to adopt and communicate an Acceptable Use Policy (AUP) of company computer systems to outline the rules and instructions on the usage of the company's information and computer resources so as to avoid uninformed, risky and incorrect behaviour.

The Management annually defines information security improvement objectives which will then be subject to verification and review.

Sona, 16th July 2012  
Managing Director  
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