



INNOWAVE

Change Lives Through Innovation

WWW.INNOWAVE.TECH

Copyright InnoWave 2022 . Public information . Distribution Prohibited
DUI: INWQM-1-122356

A man and a woman in business attire are reviewing a wall covered in numerous colorful sticky notes. The man, on the left, is wearing glasses and a dark suit. The woman, on the right, is wearing a light-colored blazer and is pointing at a sticky note. The background is a dark blue wall with many sticky notes of various colors (yellow, blue, orange, pink) attached to it. The text "INTEGRATED MANAGEMENT SYSTEM POLICY" is overlaid in large, white, bold, sans-serif capital letters.

INTEGRATED MANAGEMENT SYSTEM POLICY

REVISION HISTORY

RELEASE	RELEASE DATE	REVIEW BY:	MODIFICATION	APPROVED BY (DOCUMENT OWNER):
1.0	25/07/2018	Bruna Batista	1st document release	Tiago Gonçalves
2.0	24/06/2019	Beatriz Vieira	Merge of InnoWave and WinTrust policies; Certification of ISO/IEC 27001:2013	Tiago Gonçalves
3.0	26/02/2020	Beatriz Vieira	CMMI and ISO/IEC 27001:2013 certification logos	Tiago Gonçalves
4.0	25/10/2022	Beatriz Vieira	Sustainability commitment inclusion	Tiago Correia

The previous document could be found by DUI: INWQM-01-13929.

A man and a woman are in a meeting room. The man is on the left, wearing glasses and a suit, looking towards the woman. The woman is on the right, wearing a light-colored blazer, holding a pen and pointing at a sticky note on the wall. The wall is covered with many colorful sticky notes. The image has a blue tint.

INTRODUCTION

INTRODUCTION

InnoWave Technologies Integrated Management System complies to:

- *NP EN ISO 9001:2015;*
- *NP 4457;*
- *CMMI Level 3*
- *ISO/IEC 27001:2013;*
- All legal and regulatory requirements applicable, as example *General Data Protection Regulation*.

Our Board commits with this policy to ensure **customer satisfaction** and **continuous improvement, Innovation** and **sustainability** behaviours always supporting the strategic goals.

Also commits for ensuring that this Policy, as well as the requirements of the Integrated Management System and associated objectives, are implemented, reviewed regularly and improved continually to reflect our customer's and business needs.

A man and a woman are in a meeting room. The man, on the left, is wearing glasses and a suit, looking towards the woman. The woman, on the right, is wearing a light-colored blazer and is pointing at a sticky note on the wall. The wall is covered with many colorful sticky notes. The word "POLICIES" is overlaid in large white letters in the center of the image.

POLICIES

ISO 9001 – QUALITY (CERTIFIED)



**INNOWAVE TECHNOLOGIES IS
CERTIFIED FOR NP EN ISO 9001:2008
SINCE 2014.**

**IN 2017, OUR COMPANY WAS
CERTIFIED ACCORDING TO THE NEW
VERSION: NP EN ISO 9001:2015.**

Our **Quality objectives** are:

- Ensure that InnoWave's services have the appropriate level of skilled/trained employees, planning and resources to meet client requirements;
- Build long term relationships with clients, understanding their processes, providing innovative products and services;
- Establish and maintain reliable methods, processes and relevant performance metrics, measuring performance against objectives;
- Establish strong partnerships with suppliers, based on trust and mutual benefits;
- Provide adequate tools, procedures, working environment, time and training to improve employees' performance, ensuring quality of the results;
- Collect and spread all types of knowledge to all employees through InnoWave's knowledge processes using the interface management;
- Continuously improve the efficiency of our operation, not only reacting adequately to failures, but also anticipating potential problems;

ISO 9001 - QUALITY (CERTIFIED)

COMPANY GUIDING PRINCIPLES

RIGOR: rigor is very important as a mechanism for delivering value to the customer as well as gaining their trust. Additionally, we should ensure compliance with regulatory and legal requirements that apply to our activity.

METHODOLOGY: the way each employee provides his/her service must follow the internal methodologies. This is the only way to give a coherent image of the company, with predictable results and no room for improvisation.

CAPACITY: the competitive world in which we are inserted compels us to differentiate for the positive of our competitors. Undoubtedly, one of the determining factors is the ability to innovate and deliver what we promise. In addition, a service of excellence can only be achieved with employees who are proud to outdo themselves and challenge their own abilities (not only go the way that is required of them, but an extra kilometer, i.e., surprise the customer's expectations positively).

KNOW-HOW: you can only gain customer confidence if you know what you are doing. In a world in constant evolution, we are forced to a constant process of learning in order to comply with this design. In addition, we are committed to continuously improve our processes in line with the Management System guidelines.

NP 4457 – INNOVATION (CERTIFIED)



**INNOWAVE TECHNOLOGIES
IS CERTIFIED FOR NP 4457
SINCE 2014.**

Our **Innovation objectives** are:

- Enable client's success by providing business solutions that genuinely meet client's expectations and needs, providing them with innovative solutions that enable them to obtain competitive advantages;
- Provide value through product excellence, client support and commitment to innovation;
- Assure the systematic evaluation of the RDI Projects' results;
- Encourage a proactive attitude towards Innovation as one of the vectors of InnoWave's corporate policy, thus nourishing the birth of new ideas and assuring their evaluation in order to enhance the products and services;
- Stimulate and support the emergence of new ideas and their development in a systematic and sustained way, with a view to strengthening the competitive advantages and positioning in the market;
- Promote the management of the technological, market and organizational interfaces of the innovation process, in order to ensure the circulation and transfer of knowledge between the organization's innovative activity and its environment;

CMMI-DEV LEVEL 3 (CERTIFIED)



CMMI DEV / 3SM
Exp. 2022-11-29 / Appraisal #5283

**IN 2017, INNOWAVE
TECHNOLOGIES ACHIEVED
CMMI-DEV LEVEL 3
CERTIFICATION.**

Our **objectives** based on this certification are:

- Analyze possible decisions using a formal evaluation process;
- Establish and maintain the project's defined process from project startup through the life of the project, using the project's defined process in managing the project;
- Establish and maintain baselines, tracking and controlling changes to work products and integrity of the baselines;
- Align measurement objectives and activities with identified information needs and project, organizational, or business objectives providing measurement results;
- Establish and maintain a set of standard processes for use by the organization, making organizational process assets available across the organization, and establishing rules and guidelines for teams;

CMMI-DEV LEVEL 3 (CERTIFIED)

- Determine process improvement opportunities for the processes being used and for planning, implementing, and deploying process improvements across the organization;
- Identify and provide the strategic training needs of the organization;
- Development of product integration strategies, procedures, and an environment; ensuring interface compatibility among product components; assembling the product components; and delivering the product and product components;
- Monitor project progress and performance against the project plan and managing corrective action to closure when actual or results deviate significantly from the plan;
- Estimate the planning parameters, make internal and external commitments, and develop the plan for managing the project;
- Evaluate whether projects and associated work products adhere to applicable process descriptions, standards, and procedures; and ensure that noncompliance is addressed;
- Collect stakeholder needs, formulating product and product component requirements, analyze and validate those requirements;
- Manage requirements and identify inconsistencies between the requirements and the project plans and work products.

ISO 27001 – INFORMATION SECURITY (CERTIFIED)



**INNOWAVE TECHNOLOGIES IS
CERTIFIED FOR ISO/IEC
27001:2013 SINCE 2019.**

To maintain the confidentiality, integrity and availability of the InnoWave's assets information and protect the privacy of data, quality department, board and all InnoWavers work together to achieve the following objectives:

- Continue to deliver our services within a secure environment, seeking to continuously strengthen and improve the overall capabilities of the information security management system;
- Ensure that our processes and policies are complying with the requirements of relevant laws or regulations;
- Deliver regular security awareness within the company and increase professional skills in terms of information security management and technology;
- Conduct periodical audits and assessments to verify if all ISO/IEC 27001:2013 requirements are correctly implemented and to monitor the risks.

ISO 27001 – INFORMATION SECURITY (CERTIFIED)

INFORMATION MAY TAKE A VARIETY OF FORMS (printed or written on paper, stored electronically, transmitted by mail or electronic ways, among others) and must be adequately protected regardless of its medium, use or support. The protection of information should be adjusted in view of its importance and value, which should be determined by its owner, and only the owner may allow access to it.

ACCESS TO INFORMATION is an important aspect of InnoWave's operation depending on the availability of information systems and infrastructures, the efficiency of the service provided to its customers.

Security in the processing and transmission of information is thus a vital factor in maintaining its efficiency.

Any interruption of service, leakage of information to unauthorized entities or unauthorized modification of data may lead to a LOSS OF **CONFIDENCE AND/OR BREACH OF OBLIGATIONS** towards customers, partners and shareholders.

To achieve information security objectives, InnoWave's Departments are dependent on the **CORRECT AND EXPECTED OPERATION OF THEIR INFORMATION AND COMMUNICATIONS SYSTEMS.**

However, this is only possible with the continuous identification of the risks to which InnoWave's assets are exposed, as well as the implementation of controls and security mechanisms aimed at the correct and controlled use of these assets.

IT IS THE RESPONSIBILITY OF ALL INNOWAVE EMPLOYEES TO CONTRIBUTE PROACTIVELY TO THE PROTECTION OF INFORMATION, including when sharing verbally sensitive information.

ISO 27001 – INFORMATION SECURITY (CERTIFIED)

The information managed by InnoWave, its support processes, systems, applications and networks are **VALUABLE ASSETS** for the company. The loss of confidentiality, integrity and/or availability may lead to the loss of credibility of the services provided by InnoWave.

INFORMATION SECURITY SHOULD THEREFORE BE APPLIED AT ALL STAGES OF THE INFORMATION LIFECYCLE. The control of the operations of insertion/collection, processing, storage, transfer, relationship, research and destruction of information are as important as the functionality of an application.

It must therefore be ensured that a high level of quality and safety is maintained in a permanent and balanced manner, preventing the materialization of inherent risks, in order to mitigate/limit the potential damage caused by exploiting vulnerabilities and security incidents, and to ensure that the business operates as expected over time.

Threats to information security are constantly evolving, which entails the continuous adaptation of security measures in order to keep up with technological, legislative and/or social

changes. Safety measures should be technically and economically feasible and should not inappropriately limit InnoWave's productivity and efficiency.

A woman with curly hair, wearing a white blazer, is pointing her right hand towards a wall covered in numerous colorful sticky notes. A man with glasses and a dark suit is visible in the foreground, looking towards the woman. The background is a wall densely populated with sticky notes in various colors like yellow, blue, and pink.

AUDIENCE AND POLICY REVIEW

AUDIENCE AND POLICY REVIEW

**INTEGRATED MANAGEMENT SYSTEM POLICY
SHOULD BE KNOWN BY ALL EMPLOYEES,
SUPPLIERS, CUSTOMERS AND
STAKEHOLDERS.**

THIS POLICY SHOULD BE PERIODICALLY REVIEWED ensuring that it remain relevant and appropriate to InnoWave Technologies. In this sense, the necessary procedures for its review and disclosure should be defined, as follows:

- Ensure this policy is seen and reviewed, if necessary, to keep up with the company's reality;
- Ensure the availability of all documentation to all employees within its scope of application;
- Ensure effective communication all policies, processes and procedures to all employees so that they are aware of the individual obligations.



Sustainability

Sustainability

Purpose

InnoWave is committed to promote and maintain a sustainable Business to contribute for the protection of our natural environment, the human rights and reach Carbon neutral goals.

How?

We believe in our people...

Only with our suppliers, clients and employees engagement and contribution we will succeed to become Carbon neutral. As a digital company we have the responsibility to be leaders in promoting digital inclusion, digital trust and develop our products in order to support our chain of value to excel their own sustainability path.



Sustainability

Our Mission

"Change Lives through Innovation..."

Create a more sustainable and digital future.



Our Vision



Achieve the Carbon neutral goals by engaging, supporting and providing the tools to our chain of value to conduct a sustainable business in order to **provide a better live through the use of our solutions.**

"We see a world where people have a better life through the seamless use of our technology"



INNOWAVE

Change Lives Through Innovation

THANK YOU!

WWW.INNOWAVE.TECH

Copyright InnoWave 2022 . Public information . Distribution Prohibited