

Supplier Policy

Dear Valued Supplier,

the present policy is designed to make potential and existing partners within the Azcom Technology's (hereinafter "The Company") supply chain be acquainted with the Company and its culture. As our customers continue to raise the requests on our performance we ask you to share in this commitment to improvement. From our side we are committed to communicate with the transparency and honestly with our supply chain partners and work continuously on building positive and long-lasting relationships.

The present policy represents general requirements for Azcom suppliers, but not supersede the conditions of existing Supplier contracts. In the event of a conflict between this document and a supplier contract, the last prevails.

Please visit our [website](#) in the section "[About Azcom](#)" and read our [Policies](#) to get acquainted with our core values. We expect that you will embrace our values in quality, environment, social, ethical and information security aspects.

1 Quality

Azcom Technology is certified ISO 9001 and informs that, according to the process of the control of outsourcing activities as a part of our quality management system, our potential suppliers and suppliers previously qualified are object of the periodic qualification in which the Company general conditions, management systems and application of directive and standards applicable to the products or services offered to the Company are evaluated.

Supplier shall guarantee that all Products and Services in the scope of supply will comply with the quality standards and technical specifications agreed between the parties. Supplier undertakes the duty to supply Products and Services free of defects.

When applicable, Supplier shall provide the certificate or statement of conformance with the reference to applicable specification and/or standard.

We inform you that The Company reserves the right to carry out audits at the Supplier's site previous timely communication to Supplier.

Supplier shall provide a formal notification if the changes are implemented in processes or parts that affect the products and services under supply. In such case Supplier shall provide reasonable and sufficient timely notice to the Company.

In case of non-conformance Supplier shall provide root cause and corrective action upon request from the Company.

Supplier must provide necessary protection of all products provided to prevent damage, deterioration, loss, including product packaging coherent to the shipment mode.

2 Information Security

Azcom Technology, being certified according to ISO 27001, pays special attention to the issue of information security and invites its suppliers and partners to follow certain rules specified below in a brief guide. The aim of these measures is to minimize the risks of unlawful access, destruction or loss of information, disruption to business continuity and loss of corporate image through appropriate security measures, i.e., all the technical and organizational measures put in place to guarantee protection, privacy and confidentiality. Azcom Technology does not impose its own methodologies to establish the appropriate security measures but invites suppliers and partners to prepare their own to achieve the objective expressed above. In general, information security requirements will vary according to the type of contractual relationship that exists with each supplier and the goods or services delivered.

However, the following will generally apply.

- Supplier undertakes to cooperate with the Company to deal with any threats to computer security and to ensure the protection of systems and information.
- Supplier is required to use security measures such as: continuously updated primary antivirus/antimalware software.
- Supplier pays particular attention to the constant updating of security patches for the operating system and software installed.
- If Supplier uses subcontractors who may have access to the Company information, Supplier shall notify the Company and receive written consent.
- Supplier shall establish, monitor and review the Business Continuity plan based on the results of a risk assessment.
- Basic information security principles such as least privilege, segregation of duties and defence in depth must be applied
- The Company retains the right to audit the supplier upon reasonable notice.
- Supplier shall report incidents of unauthorized access to information, breaches of confidentiality or any other incident that may affect the Company. Supplier shall put in place all the necessary corrective and preventive actions in case of incident.
- The Company hereby notifies suppliers that it carries out periodic performance evaluation by monitoring service levels (on time delivery, logistics) and quality (the presence of non-conformities, IT security incidents) and in the case of deterioration of performance reserves the right to contact Supplier to establish improvement actions
- Supplier shall notify the Company in a timely manner of changes in services that impact the Company's work.
- The Company informs suppliers and partners that all access rights that are not explicitly authorized are prohibited.
- The Company invites suppliers and partners to carry out appropriate awareness trainings to all relevant employees.
- For suppliers that are cloud service providers a due diligence must be conducted prior to sign-up to a cloud service provider to ensure that appropriate controls will be in place to protect data. Preference will be given to suppliers who are certified to the ISO/IEC 27001 international standard and who comply to the principles of the ISO/IEC 27017 and ISO/IEC 27018 codes of practice for cloud services. For cloud service contracts, information security roles and responsibilities must be clearly defined in areas such as backups, incident management, vulnerability assessment and cryptographic controls.

3 Social responsibility

The Company complies with international ethical and legal standards.

The ethical standards of conduct of the Company are the follows:

- equity and equality in the treatment and recognition of the value of human resources;
- diligence, transparency, honesty, confidentiality and impartiality in carrying out business activities;

- protection of the person and the environment.

Supplier undertakes to conduct its activities in accordance with applicable regulations and to promote corporate social responsibility. Supplier shall respect labor laws, human rights and the environment during the production and supply of the Products/Services.

We inform you that The Company reserves the right to carry out audits in order to check the management of above aspects at the supplier's site previous the timely communication.

4 Payment terms

With the present The Company communicates that, starting from 1st July 2022 in Italy the requests for documentation of purchases abroad are strengthened due to abrogation of exception for foreign suppliers. The law in force requests that all invoices for purchasing abroad shall be registered by the 15th of the month following the execution of the operation for deferred invoices. This means that we always will need to receive from you all the necessary and correct invoice documentation as soon as available in order to follow the legislation and avoid possible fines for its non-fulfillment.

5 Non-Disclosure Agreements

Suppliers may be asked to enter into a non-disclosure agreement with the Company concerning the information provided to our supply chain such as specifications, procedures, drawings, pricing and other sensitive information. This information shall be considered intellectual property, proprietary and confidential to the Company. Suppliers shall not use and/or transmit this information to 3rd parties outside the terms of the non-disclosure agreement. Supplier has an obligation to ensure the protection of confidential information even after the expiry of the agreement. In particular, provision shall be made, where applicable, for the return, destruction or deletion of confidential information, return of equipment.

Quality Management
Assago, 03/10/2023