

INTEGRATED INFORMATION SECURITY, QUALITY AND ENVIRONMENT POLICY



At Making Science, we manage to generate value through comprehensive solutions in order to offer a 360° results-oriented experience. Thanks to our services and our teams, Making Science is the perfect partner to implement a digital strategy in line with our client's needs.

Our staff is highly qualified to carry out their work. We have the best specialists, whose experience and good interpersonal skills are, unquestionably, our main guarantee for a quality service.

The major principles of this Policy consist in improving our clients' satisfaction to achieve a stable and cooperative relationship. Our clients' expectations require both fulfilling their requirements, as well as those established by the organisation and those related to the service.

At our company, we protect information to reduce the impact generated on assets, due to the risks systematically identified to keep a level of exposure that allows ensuring the integrity, confidentiality and availability thereof, based on the needs of the different stakeholders identified.

Accordingly, the philosophy and basic objectives that will set the direction of our company will consist in:

- Ensuring we provide our clients the best possible service, fully engaging in the process of continuous improvement.
- We are inspired to pursue this improvement process based on the concept of customer service and the total satisfaction of our clients. This will also be reflected in our company, in a way that the internal actions of each person must always seek the satisfaction of the people or duties that depend on them along the chain, using the results of their work.
- Compliance with legal requirements as well as those applicable to information security and any implicit requirements related to our company due to our activity.
- Including information security objectives and establishing a reference framework to set information security objectives;
- Providing our staff with the training required for the development of their activities with regard to service quality.
- Turning information quality and security into a key element of our company culture.

The management will establish, within the General Policy of the company, the plans and resources required to meet the objectives established herein.

The management undertakes to encourage the understanding and use of this Policy across our organisation, by providing continuous training and favouring communication with our workers and collaborators.

This Policy sets out a framework to establish and review the objectives of the system, and is shared with our entire Organisation, made available to all interested parties and reviewed on an annual basis to ensure its adequacy whenever required.

In Madrid, on 28 March 2021.

CEO