QUALITY and ISMS POLICY

Issue	Issue Date	Additions/Alterations	Initials
1.0	21 Dec 2017	Taken from the latest version of QMS manual	SD
2.0	30 Jun 2023	Taken from the latest version of integrated QMS and ISMS manual	SD
3.0	29 Nov 2023	Added signatures from Snr Management	SD

It is the policy of **Claromentis Ltd.** to maintain a quality system designed to meet the requirements of ISO9001:2015 & ISO 27001 (or any other standard in line with Annex SL Structure)in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of **Claromentis Ltd.** to:

1. strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;

2. make the details of our policy known to all other interested parties including external where appropriate and determine the need for communication and by what methods relevant to the business management system. These include but not limited to customers and clients and their requirements are documented in contracts, purchase order and specifications etc;

3. comply with all legal requirements, codes of practice and all other requirements applicable to our activities;

4. the reduction of hazards, prevention of injury, ill health and pollution;

5. provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;

6. ensure that all employees are made aware of their individual obligations in respect of this quality and information security policy;

7. maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality and information security policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and information security and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the business management system is regularly reviewed by "Top Management" to ensure it remains appropriate and

suitable to our business. The Business Management System is subject to both internal and external annual audits.

ISMS Scope

The scope of Claromentis' Management System encompasses:

- People:
  - o   Only applies to employees and contractors, excludes partners and service providers.
- Sites/Locations:
  - o   This includes Brighton office
- Products/Services:
  - o   The Claromentis SaaS platform - this includes the Claromentis core application, framework and modules, supporting services, custom built applications, the mobile application and the infrastructure used to host this.
  - o   On Premise installations - this includes the Claromentis core application, framework and modules, supporting services, custom built applications, the mobile application but it excludes the infrastructure, networking and security controls used to host this, which are the responsibility of the On Premise client - highlighted in our 'On Premise - Hosting Responsibilities' document.
  - o   Claromentis product design, testing and development
  - o   Custom design, testing and development
  - o   Customer support
- Processes:
  - o   All internal business support and customer service processes. Please see the full list of processes in clause 4.4
- Activities:
  - o   All work-related activities.
- Technology and assets:
  - o   All IT and networks, including virtual and physical infrastructure at the Brighton office premises and used by its employees/contractors either at the office or whether on the premises or off-site;
  - o   The responsibilities assigned to us in any shared responsibility agreement with external suppliers that host virtual or physical infrastructure on our behalf.

Top Management