



Plexigrid Group is an electrical startup that has been operating for three years. Plexigrid Group provides software solutions to understand and orchestrate grid networks. Our mission is to provide our customers with a platform that facilitates grid and energy management and helps reduce costs and increase utilisation. Plexigrid Group aims to achieve the full satisfaction of its stakeholders by providing a quality service, aligning its working practices with the sustainable principles developed in this policy, as well as providing healthy working conditions, where a healthy working environment and the safety of the staff within the organisation is its primary and ever-improving objective. As part of our commitment to maintaining the confidentiality, integrity and availability of our information assets, we are implementing security controls and preparing for ISO 27001 certification. The scope of the Integrated Management System policy according to ISO 9001:2015 ISO 14001:2015 and ISO 45001:2023 and ISO 27001:2022 is detailed below:

➤ *Software development for the energy sector.*

Plexigrid Group's fundamental goal is to achieve maximum customer and other interested party satisfaction, through services that meet their requirements and expectations, ensuring commitment to compliance with customer requirements, Environmental Management, Occupational Health and Safety, compliance with applicable legal and regulatory requirements, and to continually improve the effectiveness of the Integrated Management System.

In order to achieve this objective, we offer the excellence of our services based on the requirements of the ISO 9001:2015, ISO 14001:2015, ISO 45001:2023 and ISO 27001:2022 standards, and the fulfilment of the management objectives set, guaranteeing our services and taking responsibility for the work carried out.

Plexigrid Group establishes and assumes the following principles as the cornerstones of its Integrated Management System Policy:

- ✓ The Plexigrid Group organisation directs all its activity towards achieving the satisfaction of its clients' needs, complying at all times with the requirements of the clients, of the ISO 9001:2015, ISO 14001:2015, ISO 45001:2023 and ISO 27001:2022 standards, including the legal/regulatory ones that must be applied due to our activity.
- ✓ Plexigrid Group's organisation supports the strategic direction of the company, being appropriate to its purpose and context.
- ✓ Plexigrid Group's Management promotes the implementation of the Integrated Management System in the organisation through a clear leadership commitment and as a reference framework for the achievement of its Quality, Environment and Health and Safety Objectives.
- ✓ Plexigrid Group bases its decisions and actions on data analysis, so that the Continuous Improvement cycle becomes a permanent objective of the organisation.
- ✓ To provide the necessary resources to guarantee the correct performance of the Integrated Management System and to achieve service/product conformity.
- ✓ Detect defects promptly and take the necessary measures to mitigate the consequences of defects and prevent their recurrence.
- ✓ Prevent pollution and promote continuous improvement in environmental management.
- ✓ Promote accident prevention and continuous improvement in the management and performance of the established Health and Safety System.
- ✓ Establish actions and programmes aimed at preventing defects/incidents through risk management.
- ✓ Establish systems to understand and measure customer needs in order to increase customer satisfaction with our organisation's services.
- ✓ Plan and develop activities for the continuous improvement of products and processes. As well as planning and improving our processes, approving and promoting gradually more ambitious quality and environmental objectives and goals, and identifying areas for improvement in order to be increasingly competitive, within the framework of a continuous improvement cycle.
- ✓ To provide safe and healthy working conditions for the prevention of injuries and health impairment, as well as continuous improvement of Occupational Safety and Health management and Occupational Safety and Health performance.



- ✓ Commitment to eliminate hazards and reduce risks to Health and Safety at Work.
- ✓ Commitment to consultation and participation of employees or their representatives.
- ✓ Commitment to protecting the environment and helping to improve climate change, including pollution prevention, and other specific commitments relevant to the organisation's context.

At Plexigrid Group we take information security very seriously. We are committed to ensuring the confidentiality, integrity and availability of our information assets. Our goal is to provide a secure and reliable platform for our customers by implementing appropriate information security controls and continually improving our Information Security Management System (ISMS).

The scope of our ISMS includes all information assets that Plexigrid Group processes, stores or transmits, including those hosted on our cloud infrastructure, assets that include customer data and other confidential information.

Separately, the ISMS policies also cover employee data, financial data and other sensitive information processed, stored and transmitted internally about the company's management assets.

We are conducting a comprehensive risk assessment to identify potential threats and vulnerabilities to our information assets. Based on this assessment, we are implementing appropriate controls to mitigate the identified risks. We are committed to continuously monitor and assess the risks to our information assets and take appropriate measures to manage them.

- **Information security controls**

We are implementing a wide range of information security controls to protect our information assets. These controls include:

- **Access controls:** We have implemented strict access controls to ensure that only authorised personnel have access to our information assets.
- **Encryption:** We use encryption to protect the confidentiality of our information assets in transit and at rest.
- **Incident response:** We have established a comprehensive incident response plan to ensure that we can respond quickly to any information security incident.
- **Vulnerability management:** We regularly perform vulnerability scans and penetration tests to identify potential vulnerabilities in our platform.
- **Business continuity:** We have established/initiated a business continuity plan to ensure that our platform remains available in the event of a disaster or disruption.
- **Terms and conditions of employment:** Plexigrid Group clauses in contracts, which are formally disclosed to employees and contractors, relating to information security responsibilities, while they are employed and even after termination of employment.
- **Remote working:** we have clauses in contracts about working outside the office. Tools are being implemented to contribute to information security from this constant mode of working.
- **Access to source code:** Plexigrid Group guarantees controlled access to the source code necessary for the execution of each project.
- **Capacity management:** Grupo Plexigrid has technological resources and tools that allow online capacity monitoring, so that instant decisions can be made in circumstances that warrant a capacity reassessment, without affecting service levels and maintaining adequate information security conditions.
- **Protection against malicious code:** Plexigrid Group has detection, prevention and recovery controls to protect against malicious code.
- **Separation** of development, test and production environments: We have a cloud infrastructure to provide and control lab environments for development, production and test data protection, with controlled access.

- **Asset management**

We identify, classify and manage our information assets throughout their lifecycle. We ensure that access to our information assets is controlled and that they are protected according to their classification.



- **Incident management**

We have established an incident management process to respond quickly and effectively to information security incidents. Our process includes the following steps:

- **Reporting:** All incidents are reported to the incident response team.
- **Investigation:** The incident response team investigates the incident to determine its cause and scope.
- **Containment:** The team takes immediate action to contain the incident and prevent further damage.
- **Recovery:** We take appropriate action to recover from the incident and restore normal operations.
- **Lessons learned:** We conducted a post-incident review to identify areas for improvement and updated our incident response plan accordingly.

- **Compliance**

We continuously work to comply with legal and regulatory requirements such as GDPR, related to information security, environment and occupational health and safety, including privacy laws and regulations.

- **Training and Awareness Raising**

We provide regular training and awareness programmes for our employees on environmental best practices for work performance, as well as training and information on workplace safety and information security policies. We ensure that all employees understand the importance of maintaining the confidentiality, integrity and availability of our information assets, the channels available to communicate and promote the needs that may become apparent in the organisation with regard to our management system.

- **Management review**

Our senior management regularly reviews the effectiveness of our IMS to ensure its continuing suitability, adequacy and effectiveness.

Conclusion:

Plexigrid Group is committed to protecting our staff, to establishing the main channels and means to ensure that the quality of services and products is in line with continuous improvement and that our actions and those of our partners are environmentally friendly and sustainable, to protect information assets and to maintain the confidentiality, integrity and availability of our data. As far as possible, security procedures and guidelines reflect the seamless integration of security and business activities.

Management, for its part, assumes the commitment and responsibilities that fall within its remit in the development of this management policy.

Mr Alberto Méndez - Mr Pablo Arboleya