Information security guideline

1. Summary and purpose of the document

This document is the information security guideline of Technik und Management für Qualität GmbH Hauptstraße 3, 38536 Meinersen - TEMA-Q GmbH for short

It is binding for us, the employees of TEMA-Q GmbH,

- the context in which we operate with our company and the extent to which information security plays a role here
- which information security policy we pursue together
- which interested parties have which requirements for the information security that we offer
- which information security objectives we therefore define as binding for us
- the scope of application of our information security management system (ISMS) - i.e. where and in which activities we comply with all information security regulations in a binding manner
- Which roles and persons responsible for information security exist in our organisation
- which regulations we have established to achieve our information security goals and fulfil the requirements of ISO 27001

The following is an extract from the information security guideline.

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2. Context of the organisation

The **mission** statement of TEMA-Q GmbH is:

We support companiesw eltw eit in setting up, designing and operating innovative feedback systems. The basis is formed by experience reports that offer unrivalled transparency, detail and authenticity. Coupled with our analysis methods,w e provide our clients with a holistic picture.

The **vision** statement of TEMA-Q GmbH reads:

Our vision is to be the leading provider of intelligent feedback systems and to offer our customersw eltw eit the opportunity to become more successfulw and thus make their customers more satisfied, their employees happier and the world a little bit better.

Our mission statement gives rise to the following external and internal context, which we must take into account:

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- **External topics:** We offer feedback systems that are used by our customers for the internal management of processes. It is therefore essential that feedback is collected reliably and to a high quality standard, even for international projects. The feedback is provided by TEMA-Q via various IT systems (internal / external), which must have a high security standard and high availability due to the confidentiality and importance of the data. The processing of personal data is also of particular importance. TEMA-Q is generally in favour of using cloud solutions to increase efficiency and competitiveness. New technologies (AI) are changing the world of work; we use AI solutions to implement our work processes more efficiently.
- **Internal topics:** The quality of our projects depends on the quality of our employees. We therefore attach particular importance to the careful induction and further training of our employees. They are intensively prepared for their tasks, and project support is always available to answer individual questions.

  available. Long-standing employees are also continuously trained in all relevant topics in order to build up extensive specialist and industry knowledge from which our customers benefit. The corporate language at TEMA-Q is generally German; for non-German-speaking employees, corresponding documents and training courses are offered in English on a role-based basis.

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Climate change is one of the greatest challenges of our time and has far-reaching effects on all areas of social and economic life. As a responsible company, we recognise the need to actively contribute to climate protection and promote sustainable business practices. We take into account risks such as extreme weather events that could affect our operations. Through preventative measures and adaptation strategies, we ensure that our infrastructure remains resilient and fit for the future.

3. Information security policy

We regard information security as an indispensable prerequisite for the quality of our solutions. A great deal depends on the information security (confidentiality, integrity and availability) of our solutions. We express this through the following voluntary commitment:

1. We are committed to complying with the regulations on information security stipulated by stakeholders and legislators and to using the information provided by authorities and other organisations to continuously improve information security.
2. We support all relevant managers in enforcing information security in their area of responsibility.
3. We train all employees who carry out activities in the area ofinformation security so that they can act safely and consciously in terms ofinformation security.
4. We create the necessary technical and organisational conditions that enable us to put information security into practice.

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5. We want to ensure that information security is not seen by all of us as "annoying extra work", but as important and essential for our customers. And that we must always - despite all the rules in this area - switch on our heads and not rely on the fact that following the established rules is sufficient in every situation. If we are faced with the choice of doing something really safely or following a rule, we prefer to do it really safely - and then adapt the rule if necessary.
6. We want to keep improving our information security!
7. We support and empower all relevant employees to act responsibly when dealing with cloud solutions.
8. We encourage and support our relevant employees to act openly and responsibly when dealing with AI solutions.
9. Wherever possible, we want to maintain business operations even in the event of disruptions.

We provide resources and an information security management system for the above-mentioned matters.

3.1 How we improve our information security

We are improving our information security with the following approach:

1. We **plan** improvements through the identification and management of risks, corrective and preventive measures and the scheduled investigation of incidents and events.
2. We **improve** by implementing what we planned in step 1.
3. We check whether our improvements are achieving what they are intended to achieve by reviewing the effectiveness of the measures we have introduced, carrying out internal audits and measuring our information security targets.
4. We **react** to the results of the checks and continue with step 1 on this basis.

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