INTEGRATED QUALITY MANAGEMENT SYSTEM PRESENTATION

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1   PRESENTATION

1.1   Process map

The process map represents the structure of the system by macro processes and processes. The system's current macro processes are as follows:

- SOFTWARE DEVELOPMENT MACRO PROCESS

- PURCHASING AND SUPPLIES MACRO PROCESS

- CUSTOMER SERVICE MACRO PROCESS

- ENVIRONMENT MACRO PROCESS

- SECURITY MACRO PROCESS

- IT SYSTEM OPERATION MACRO PROCESS

- QUALITY MACRO PROCESS

- STRATEGIC PLANNING MACRO PROCESS

- SUPPORT MACRO PROCESS

A fundamental pillar of Lantik's Strategic Plan is the development of the Quality Plan, which has the following objective:

- To design, develop and implement our own Integrated Quality Management System in line with the ISO 9001 family of standards. This will allow us to obtain the Company Registration Certificate for the macro processes of Software Development, Customer Service, Purchasing and Supplies, ISO 14001 for the Environment macro process, ISO 27001 for the Information Security macro process and ISO 20000 for the IT Systems Operation Service.

As part of the first objective, the decision was made to prioritise the design, development and implementation of an Integrated Quality Management System for the Software Development Macro Process, primarily due to the significant impact this macro process has on clients, with the intention of subsequently extending the scope of the Quality Management System to the other macro processes, including the purchase, supply and installation of computer equipment for the D.F.B., and subsequently, the Customer Service Department.

The scope of these management systems is as follows:

- The management of the "DESIGN, DEVELOPMENT AND MAINTENANCE OF COMPUTER APPLICATIONS" process in line with the ISO 9001 standard (2005);
- The management of the process for the "PURCHASE OF GOODS AND SERVICES AND THE SUPPLY AND INSTALLATION OF COMPUTER EQUIPMENT FOR THE BIZKAIA PROVINCIAL COUNCIL" in line with the ISO 9001 standard (2006);
- The management of the process for "IT SYSTEMS CUSTOMER SERVICE FOR THE BIZKAIA PROVINCIAL COUNCIL" in line with the ISO 9001 standard (2008);

The Integrated Quality Management System is formally reviewed at least once a year by the Quality/Management Committee. The objectives are specific, achievable, measurable and time-bound. The quality objectives are in line with the Quality Policy and the commitment to continuous improvement.

Following the review carried out, the Quality Policy is updated if deemed appropriate. Quality objectives for the next period are established, with designated responsibilities, identified resource needs, and defined actions to enhance system efficiency and improve the products and services provided by Lantik.

In Lantik's Integrated Quality Management System, improvement actions are outlined to enhance system performance and indicators have been established for each process to measure their effectiveness and efficiency. Software tools are available for actions and indicators to facilitate their recording and management.

Lantik is committed to environmental protection and has had an environmental management system with ISO 14001 certification since 2010. The Environmental Policy is detailed in the "Integrated Quality Management System Manual". Users must comply with the established regulations in this regard, with a particular emphasis on the "Good Environmental Practices Policy".

The scope of the environmental management system includes:

- The Environmental Management of "THE PROVISION OF SERVICES RELATED TO IT SYSTEMS, COVERING: THE DEVELOPMENT AND MAINTENANCE OF COMPUTER APPLICATIONS AND INNOVATION, COMPUTER EQUIPMENT, OPERATION OF IT SYSTEMS, THE DEVELOPMENT OF TECHNOLOGICAL POLICIES, THE IMPLEMENTATION AND MAINTENANCE OF INFRASTRUCTURES, QUALITY, TECHNICAL ASSISTANCE (WORKSTATION), TECHNICAL ASSISTANCE (TELEPHONE CSC), CUSTOMER LOYALTY AND

ASSISTANCE, TRAINING, CERTIFICATION AND ELECTRONIC SIGNATURE, LOGICAL SECURITY AND CONSULTING", in accordance with the ISO 14001 standard;

Lantik is also committed to Information Security and has implemented an Information Security Management System (ISMS) certified under the ISO 27001 standard since 2011, ensuring the security levels necessary for compliance with applicable legislation. This includes Royal Decree 311/2022, of 3 May, which regulates the National Security Scheme (NSS) in the field of Electronic Administration, with NSS compliance certification since 2018.

The scope of the information security system includes:

- The management of information security for "IT SYSTEMS (PROCESSES, DATA, TECHNOLOGY, CORPORATE NETWORK) SUPPORTING THE PROCESSES/SERVICES OF: THE DEVELOPMENT AND MAINTENANCE OF COMPUTER APPLICATIONS AND INNOVATION, COMPUTER EQUIPMENT, OPERATION OF IT SYSTEMS, THE DEVELOPMENT OF TECHNOLOGICAL POLICIES, THE IMPLEMENTATION AND MAINTENANCE OF INFRASTRUCTURES, QUALITY, TECHNICAL ASSISTANCE (WORKSTATION), TECHNICAL ASSISTANCE (TELEPHONE CSC), CUSTOMER LOYALTY AND ASSISTANCE, TRAINING, CERTIFICATION AND ELECTRONIC SIGNATURE, LOGICAL SECURITY AND CONSULTING, IN ACCORDANCE WITH THE DECLARATION OF APPLICABILITY IN FORCE" in compliance with the ISO 27001 standard and the NSS.

To manage the ISMS, an ISO 27000 Security Committee has been set up, meeting regularly to effectively manage organisational risk. Its main functions include reviewing the risk analysis, proposing the Risk Management Plan related to the analysis and managing significant security incidents.

The scope of the ISO 20000 certification, obtained in 2016, covers the management of the service of "OPERATION OF IT SYSTEMS, WHICH INCLUDES THE ACTIVITIES OF THE PRODUCTION OF IT SOLUTIONS (PREPARATION, PLANNING, OPERATION), CONTROL AND MONITORING OF THE PROPER EXECUTION OF SERVICES AND PROCESSES SO AS TO GUARANTEE THE NORMAL OPERATION OF THE IT SERVICE PROVIDED BY LANTIK".

1.2 Information for supplier entities

Any supplier entity working under Lantik's control must recognise the impact of its work within the integrated management system on the quality of the final service provided to the client. The supplier company must understand the specific information requirements relevant to the contracted services, with support from Lantik personnel in communicating these requirements.

In addition, any supplier entity operating under Lantik's control should be aware of the environmental impact associated with its activities within the integrated management system (minimising consumption and proper waste management). Lantik personnel will also provide support for this by providing the necessary information requirements.

All information relating to contracting processes, along with the applicable regulations, is available on the [contractor profile section of the Lantik website](#).

Any supplier entity working under Lantik's control as part of the environmental management system must be aware of the environmental emergency situations identified within the integrated environmental management system, including fires, spills of polluting substances, emissions beyond permitted levels and pollutant discharges into the sanitary network. Prevention actions and response plans are detailed in the emergency files, with support available from Lantik personnel to clarify the actions as needed.

1.3   Catalogue of Services

In accordance with the In-House Assignment Agreement between Lantik S.A M:P and the Bizkaia Provincial Council, the details of the Services offered by Lantik are as follows:

- **Development, Maintenance of Applications and Innovation.**

  The Development, Maintenance of Computer Applications and Innovation Service includes the study and analysis of IT solutions, assistance in the acquisition of computer applications where necessary, application development, testing, production implementation and ongoing maintenance.

- **Computer Equipment.**

  The Computer Equipment Service involves the supply of computer equipment, both hardware and software.

- **IT System Operation.**

  The IT System Operation Service encompasses the organisation and execution of operations for hardware and software infrastructure, implementing all the necessary activities and adjustments to maintain suitable performance bearing in mind the needs of the users of the IT systems. In addition, a CSC service will be provided to support these users by offering non-face-to-face, multi-channel assistance for resolving technical/IT issues.

- **Preparation of Technological Policies.**

  This includes the design, preparation and dissemination of technological policies applicable to the D.F.B.'s IT systems.

- **Implementation, Configuration and Maintenance of Infrastructures.**

  This service involves implementing and configuring the infrastructure of corporate servers, as well as logical and physical network and communication systems.

- **Quality.**

  This service consists of providing advisory and specialised assistance (consulting, auditing, training) to clients to enhance their management systems, focusing on quality, excellence and continuous improvement.

- **Technical Assistance (Workstation).**

  The technical assistance service provided at workstations ensures the proper functioning of office equipment for users.

- **Consulting.**

  The consulting service provides objective and independent assistance to clients' organisations to identify business challenges, analyse them, recommend solutions and oversee the implementation of these solutions.

- **Customer Loyalty and Support.**

  The Customer Loyalty and Support Service includes activities focused on the commercial side of customer relations, identifying their needs, coordinating the provision of all services within Lantik, S.A. M.P. and ensuring customer and user support across all offered services.

- **Training.**

  The Training Service provides microcomputer courses based on training needs identified by the various regional departments. These courses may be offered online, on-site, at Lantik, S.A. M.P. classrooms or personalised at the premises of clients.

- **Certification and Electronic Signature.**

  The Certification and Electronic Signature Service involves issuing certificates to ensure digital interoperability with the Bizkaia Provincial Council.

- **Logical Security.**

The Logical Security Service includes the design, preparation, dissemination and implementation of security policies applicable to the D.F.B.'s IT systems, as well as support for tasks necessary to minimise risks to acceptable levels.

- **Innovation and External Projection.**

  This encompasses activities aimed at introducing changes that create new services or products or implement innovations to existing services or products.

- **Other Services.**

  Lantik, S.A. M.P. may also provide any other service not covered in the above points, at the request of the Bizkaia Provincial Council, as part of this annual assignment and in accordance with established rules and limitations.

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