

2

Plymovent's

Digital Incident Response Procedure

Your information is safe with us!

At Plymovent, we understand the significance of safeguarding our organisation's and clients' information. With this Digital Incident Response Procedure, we are laying the groundwork to ensure your data and information remain secure.



Maintaining a safe, secure, and resilient work environment

Shaping Plymovent's digital destiny

This Digital Incident Response Procedure guides employees by providing a step-by-step approach to handling and reporting data breaches or security incidents, ensuring swift resolution, minimal damage, and upholding the trust our clients place in us.

This procedure encompasses everyone who has a hand in shaping Plymovent's digital destiny, from our tech-savvy employees to our trusted contractors and third-party partners. It covers any situation that might jeopardize the confidentiality, integrity, or availability of our data. Every individual associated with Plymovent, irrespective of their position, has the right and responsibility to report any incidents, verbally or in writing.



Plymovent's
step-by-step approach to

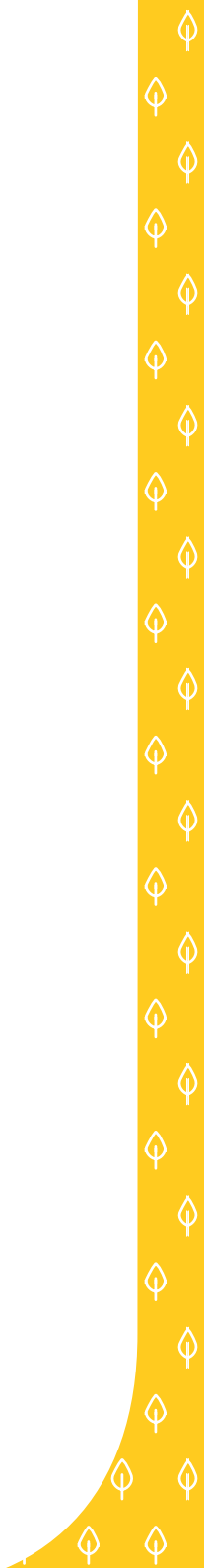
Handle and report data breaches or security incidents



Handle and report data breaches or security incidents

1 First step: Report what you observed.

Begin with a verbal report to your immediate supervisor and Plymovent's IT-manager.



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2 Next, we investigate.

Our investigation gears start turning and includes the following:

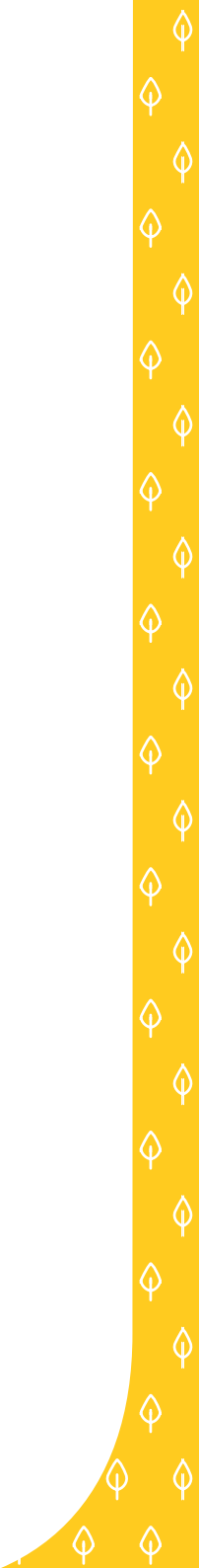
1. Initial report: Direct your verbal or written report to your superior or the Group IT-manager.
2. Initial assessment: We assess the severity of your incident. If possible, we'll try to resolve the matter without getting into formal investigation territory. If the superior or Group IT-manager does not proceed with a formal investigation, the reporting individual will be notified with the reasoning, in writing, within two weeks. We will also personally discuss potential threats or clarify any misunderstandings, if needed.
3. In case of formal investigation:
 - The superior or Group IT-manager outlines the investigation procedure and possible actions. Information regarding any external support or resources.
 - The superior and/or Group IT-manager conducts a thorough investigation, interviewing relevant individuals and reviewing associated materials or data.
 - We'll update you on the progress once we are absolutely certain about the outcome. We'll certainly keep you informed of any progress or delays, as necessary.

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3 Let's find a solution.

The outcome of the investigation will be communicated to all involved parties, either verbally or in writing.

- We'll sit down to share what we found and the next steps to take.
- We'll establish an action plan that outlines how we're going to fix things, the timeline, and any remedial measures we need to put in place.



About this procedure

Let's stick to our procedure!
If not, and someone chooses to disregard our policy, we may need to take appropriate action, e.g.:

- Formal warning
- Mandatory (corrective) training
- Termination of employment or contract
- Legal actions

Any questions? Please contact the policy owner.

PLYMVENT[®]
clean air at work

Name Rene Bakker

Position Group Finance & IT

Date 01.01.2024

Location Alkmaar

Signature

A handwritten signature in blue ink, appearing to be 'Rene Bakker', is written inside a rounded rectangular box.