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| Software Update Policy | Doc. Type | POLICY |
| | Doc. Number | ISMS.21.01 |
| | Department | ISMS |
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1. REVISION AND APPROVAL HISTORY

| Revision No. | Description | Page(s) | Made by | Date | Approved by | Date |
|--------------|----------------|---------|----------------|------------|--------------|------------|
| 1 | General Review | All | Ricardo Soares | 08/10/2024 | Miguel Sousa | 08/10/2024 |
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2. Overview, Purpose and Scope

This policy establishes guidelines and procedures for managing software updates for ADDVOLT' s telematics systems, products and MyAddvolt platform, in compliance with ISO 24089. It applies to all employees, contractors, and partners involved in the development, testing, and deployment of software updates.

3. Software Update Management System (SUMS)

Organizational Level

- Establish a dedicated team responsible for overseeing the software update process.
- Implement risk management procedures specific to software updates.
- Define clear roles and responsibilities for all personnel involved in the update process.
- Create and maintain documentation for all update-related activities.

Project Level

- Develop project specific processes for software updates.
- Implement rigorous testing and validation procedures for all updates before deployment.
- Establish processes for identifying updates that may affect type approval.

Update Package Security

- Implement secure mechanisms for assembling and deploying update packages.
- Use strong encryption and digital signatures to ensure the integrity and authenticity of update packages.
- Establish secure storage and transmission protocols for update packages.

Update Process

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- Develop a standardized process for planning, testing, and executing software updates.
- Implement version control systems for all software components.
- Establish clear criteria for initiating and approving software updates.
- Create procedures for rolling back updates in case of issues.

Vehicle and System Compatibility

- Develop processes to ensure updates are compatible with existing vehicle systems. This is particularly important for Power Units in electrical Trucks.
- Implement mechanisms for verifying system compatibility before applying updates.
- Establish procedures for managing dependencies between different software components.

User Notification and Consent

- Develop clear communication protocols for notifying users about available updates.
- Implement mechanisms for obtaining user consent before applying updates.
- Provide users with detailed information about the nature and impact of updates.

Update Execution

- Establish procedures for safe execution of updates during vehicle operation or while parked.
- Implement fail-safe mechanisms to prevent partial or corrupt updates.
- Develop processes for verifying successful update installation.

Monitoring and Reporting

- Implement systems for monitoring the status of software updates across the fleet.
- Establish reporting mechanisms to track update success rates and issues.
- Create procedures for analyzing update performance and gathering user feedback.

Long-term Support

- Develop strategies for providing long-term support for software updates.
- Establish processes for managing end-of-life software versions.
- Create procedures for archiving and retrieving historical update information.

Continuous Improvement

- Regularly review and update this policy based on lessons learned and emerging best practices.
- Conduct periodic audits to ensure compliance with ISO 24089.
- Provide ongoing training to all relevant personnel on software update best practices.

By implementing this policy, Addvolt aims to ensure the safety, security, and reliability of its software update processes in compliance with ISO 24089 standards.