MANAGEMENT SYSTEMS POLICY

knowmad mood Group is one of the leading companies in the Spanish information and communications technology (ICT) services market. Its activity focuses on facilitating the growth of its clients, taking full advantage of ICT in their digital transformation processes, integrating conventional technologies with new technologies in a process of innovation and continuous improvement. knowmad mood Group seeks to improve efficiency in business processes, either by enhancing productivity or creating new business processes to replace technologically obsolete ones, leading the technological shift in different areas such as: Mobility, User Experience, eCommerce, Business Intelligence & Big Data, Digital Experience Platforms, Agile Transformation and Digital Workplace, Modern Architectures, Multi-Cloud and Hybrid Elastic Infrastructures, Operational Efficiency (BPM, RPA, …), ICT Governance including Application Lifecycle Management, DevOps, Testing & QA, PM and, chiefly, the Modernisation and Migration of applications towards the "cloud native" concept.

OUR VISION AND MISSION

We want to construct a leading Digital Transformation company through the union of people, technology and business.

Being ahead of the rest

How? Through innovation, creativity, our leadership in cutting-edge technology and the research developed at our Expert Centres.

Facilitating our clients' activity and helping them contribute to the development of society

Combining our enthusiasm, our shared experience and our constant desire to challenge the ordinary with the spirit of the people who make up our team.

Meeting our objectives

Making the most of our experience, excellence and expertise when faced with complex challenges.

OUR VALUES

Collaboration

Team spirit, the solidarity we need to work efficiently and transparently, pursuing not only internal synergies, but also synergies with our entire ecosystem and especially with our clients.

Innovation

Thinking differently, taking risks, the spirit of competition that makes us better every day and enables us to continue leading the pack.

Commitment

Loyalty to the team, combining our skills in the pursuit of a common goal: the sustainability of our company project. It also means acting ethically in the way we carry out our work.

Fun

The feeling you get when you enjoy what you do, when you feel at ease in the team you belong to. It is the spirit that drives us to transform complex situations into fun challenges.

Trust

Open-mindedness to other people's ideas. It means offering opportunities for learning and success while leaving room for personal contribution to the achievement of common goals.

Values based on the following business **criteria**:

✓ **SEARCH FOR AND RETENTION OF TALENT:** We endeavour to work with highly qualified, responsible and engaged professionals. We offer them continuous training in the latest technologies and real professional career development, not forgetting teamwork and the involvement of everyone with a view to achieving a common goal, through the responsible sharing of information and knowledge.

✓ **ETHICS:** We act with professionalism, moral integrity, loyalty, honesty and respect for people, society and the environment we share. Our actions are also ethical with

regard to the management of the information that we use and that the various stakeholders entrust to us in the course of our activity.
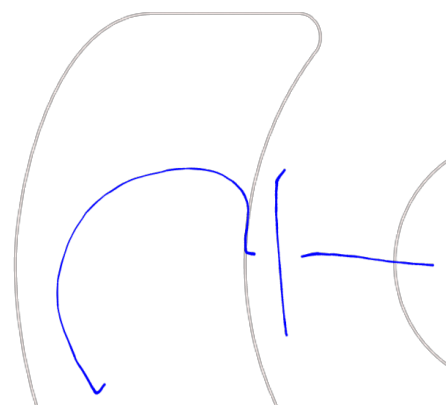
✓ **INFORMATION SECURITY**: We guarantee the confidentiality, integrity, availability, traceability and authenticity of information, protecting data and information systems against unauthorised access and modifications. We ensure business continuity with regard to information security, safeguarding critical processes against significant failures or disasters and establishing systematic actions to control, monitor and prevent incidents and risks.

✓ **CLIENT-FOCUSED:** With a clear focus on our clients, targeting our efforts towards their satisfaction by providing competitive and quality solutions, complying with service level agreements, surpassing their expectations and ensuring they are satisfied in all the aspects they require from us.

✓ **COMPLIANCE AND IMPROVEMENT:** Compliance with the requirements of our clients and of other relevant stakeholders, as well as legal and other requirements to which knowmad mood Group subscribes relating to the quality of services, the impact associated with our environmental aspects and information security. We also strive for continuous improvement to achieve the best performance in service quality, secure information management, profitability, sustainability, and with a firm commitment to both preventing pollution and protecting the environment.

✓ **RESULTS:** We are committed to achieving the objectives of the projects and services we deliver with our clients and professionals, as well as the other stakeholders in the business.

✓ **INNOVATION:** Continuous innovation allows us to create products, accelerators, productivity tools and process improvements. We keep a watchful eye on the ICT market and its developments, listen to the needs and wishes of our clients and facilitate the involvement of our professionals in these initiatives.

✓ **SUSTAINABILITY:** We promote forms of action, both at the organizational level and throughout the entire value chain, towards a sustainable business model in its three economic, social and environmental aspects.

Aware of the need to integrate all the tools and resources necessary to provide its services **with efficiency and quality**, in an **environmentally-friendly** manner and in a **secure information management environment**, knowmad mood Group will focus on all measures and actions that serve to reduce, minimise or prevent risks and take advantage of opportunities for its management system:

✓ Applying best practices in each areas covered by this policy: ISO 9001 (Quality), ISO 14001 (Environment), ISO 27001 (Information Security), ENS (Spanish National Security Framework), TISAX e ISO 20000-1 (Service Management).

✓ Applying the best available technology and disseminating good practices in the use of facilities and information assets, analysing their life cycles and planning their acquisition, contracting and use with criteria that increase efficiency, effectiveness, quality and security of information, fostering reuse or recycling (where compatible with information security) and the minimisation of environmental risks and impacts.

✓ Defining responsible action and work practices in the **use of resources** (water, energy, raw materials, etc.), thus promoting sustainable development.

✓ Contributing to the fight against climate change and its effects, calculating our CO2 emissions into the atmosphere, adapting the consumption of renewable energy in our daily lives.

✓ Training and raising awareness among employees, suppliers and subcontractors to ensure they respect, share and apply environmental, quality and information security criteria in their activities, and so that they are aware of the commitments they have undertaken and actively participate in achieving them.

✓ Mitigating the impacts of security incidents.

✓ Defining responsibilities in the areas of quality, environment, information security and service management, creating the corresponding organisational structure.

✓ Drawing up a set of rules, standards and procedures applicable to management bodies, employees, partners, external service providers, etc..

✓ Observing and complying with legislation on data protection, intellectual property, labour, crime, etc., concerning knowmad mood Group' assets.

✓ Developing services in accordance with legislative requirements, identifying the legislation applicable to the lines of business developed by the organisation and included in the scope of the Integrated Management System (quality, environment, information security and service management).

This Policy provides a reference framework for establishing and reviewing the objectives of the different management systems that comprise it (Quality, Environment, Service Provision and Information Security). With a view to achieving adequate compliance with the said Policy, Management undertakes to communicate and review it on a regular basis.

José Manuel Rufino
CEO of the knowmad mood Group V 2.5

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