



INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY

HEALTH, SAFETY AND COMPREHENSIVE WELL-BEING AT WORK, ENVIRONMENT, QUALITY, INFORMATION SECURITY, PERSONAL DATA PROTECTION, CORPORATE SOCIAL RESPONSIBILITY AND SUSTAINABILITY, DIVERSITY, EQUITY AND INCLUSION, PROTECTION AND GUARANTEE OF HUMAN RIGHTS, ANTI-BRIBERY AND MEETING TP REQUIREMENTS MIDDLE AMERICAS REGION (TP MAR)

At **TP MAR** we are leaders in innovation, technology and development, always offering exceptional experience, the result of our passion and dedication to excellence, aspects that become tangible thanks to the implementation of the Integrated Management System (IMS), where we are committed to:

- 1 The promotion of self-care, comprehensive well-being and healthy and safe working conditions for the prevention of injuries and deterioration of health.
- 2 The protection of the environment, the conservation of biodiversity and the prevention of pollution.
- 3 The satisfaction of our customers through the delivery of compliant products and services.
- 4 The confidentiality, integrity and availability of information.
- 5 The protection of personal data.
- 6 Ethical, transparent, environmentally and socially responsible management.
- 7 The development of commercial activities under anti-corruption and anti-bribery principles.
- 8 The protection and guarantee of Human Rights throughout our value chain.
- 9 Equity, inclusion and non-discrimination.
- 10 Due diligence of the contacts received.
- 11 Compliance with legal and other requirements applicable to the IMS.
- 12 The continuous improvement of the IMS and the systems that compose it.



The continuous improvement of the IMS and the systems that compose it:

- Promote the continuous improvement of processes based on thinking based on risk management, maintaining strategies that help mitigate them, through the implementation **of the Integrated Management System (IMS)**, ensuring compliance with **legal** requirements (local, national and international applicable in force), **regulatory** (international standards), **corporate** (organizational), **contractual** (of the client), **Human Rights, labor** determined by the International Labor Organization (ILO), **collective bargaining**, among others, providing innovative solutions for our clients, under strict periodic monitoring of performance indicators.
- **Identify and eliminate hazards** to health and safety at work, evaluating, assessing and **reducing risks** for workers and third parties, through the establishment, compliance and monitoring of the **hierarchy of controls**, under the lines of Preventive and Occupational Medicine, Mental Health, Ergonomics and Speech Therapy, Hygiene, Industrial Safety and General Compliance with the Health Management System. Comprehensive Safety and Well-being at Work (OH&S) and their respective plans and programs.
- Adopt measures to **protect and promote health** for all members of the organization, in all work modalities (face-to-face or teleworking), providing **safe, healthy and sustainable working conditions and environments** for the prevention of **diseases** (injuries, ailments and deterioration of health), which may be triggered by exposure to **biomechanical** risk, **psychosocial, biological, physical** and **chemical**, as well as control mechanisms for the prevention of **incidents and accidents** secondary to **natural phenomena** and **locative, technological, public, and traffic** safety conditions, among others, through the prioritized intervention of these risks, encouraging self-care (social appropriation of care), awareness and promoting comprehensive
- Maintain processes for **communication, consultation, participation, and attention to the requirements of workers and other interested parties**, through multiple easy-to-use, accessible, free, and available channels, which promote effective communication throughout their management, including those involving the different committees and capacities of the organization, under the principle of due diligence. In addition, to guarantee internal and external communication processes aligned with all applicable IMS requirements and of high impact on stakeholders.
- Promote an environment of harmony and healthy coexistence for the **prevention of workplace harassment** and sexual harassment or other forms of **violence**, improving the work environment under the principles of dignity, mutual respect, confidentiality, cooperation and trust, developing strategies to achieve a **work** environment optimal for workers, through activities that strengthen social, family, leisure and organizational climate aspects, guaranteeing the ideal physical and work spaces for the execution of activities in all work modalities.



- Identify, control, reduce, and prevent the adverse environmental impacts of our activities throughout their life cycle to prevent pollution, conserve biodiversity, and thus contribute to the **protection of the environment**.
- Promote **environmental awareness**, thus ensuring the comprehensive management of solid waste (reduction in generation), the responsible use of water and energy resources, the reduction of carbon emissions, sustainable mobility, responsible consumption and the circular economy.
- Adopt strategies and initiatives for adaptation **to climate variability and the reduction of carbon emissions**, which allow mitigating the risks associated with climate change, biodiversity, and strengthening environmental resilience. Minimize environmental impacts to strengthen the sustainability of our operations.
- Promote **sustainable development**, social actions in communities and the environment, and forging commitment to the development of social initiatives that **benefit and generate a high impact** on people and the environment.
- Strengthen commitment to **ethical and transparent** business practices across the organization's operations and value chain, including **anti-corruption and anti-bribery**.
- **Ensure the well-being** of workers, including equal opportunities, job security, diversity and inclusion, and professional and personal development.
- Develop strategies that guarantee compliance **with international pacts and agreements** related to social responsibility such as the United Nations Global Compact, the 2030 Agenda with the Sustainable Development Goals, principles of diversity, equity and inclusion and protection of **Human Rights**, which are inherent, universal, interdependent and inalienable.
- Promote an **organizational culture** that values and respects **diversity** in all its manifestations, guaranteeing inclusive and equitable environments. This involves promoting equal opportunities and preventing any form of discrimination throughout the working life cycle, without distinction of age, gender, gender identity and expression, sexual orientation, ethnic or national origin, culture, traditions, disability status, genetic characteristics, health status (including infectious diseases), pregnancy, physical appearance, religion, political ideology, union membership, marital status or any other condition that has no objective justification in the workplace.



- Design and implement strategies that reduce social and labor barriers, with a focus on gender equity, inclusion, non-discrimination, and compliance with applicable legal requirements. These strategies should contribute to mitigating risks associated with socio-economic inequality, ensuring fair working conditions
- Compliance with established procedures to address requirements related to equity and non-discrimination, considering the application of the due diligence model.
- Implement **good governance** guidelines based on ethics, transparency, equity, and diversity, objecting to any illegal and fraudulent practices contrary to the organization's code of ethics and conduct.
- Implement strategies that ensure monitoring **and measurement** of the performance of management systems, annually reviewing and updating if applicable, the **strategic objectives** for the continuous improvement of the organization to optimize the performance of management systems.
- **Train and develop personnel** in accordance with the requirements, needs and technological innovations that the organization considers relevant for the fulfillment of functions and responsibilities in a healthy, safe, sustainable, inclusive and diverse way, promoting the continuous improvement of processes and quality levels.
- **Comply with the requirements** established for the preparation and control of **documented information.**
- Generate strategies to carry out the **transition, monitoring and optimization of technological services**, as well as the treatment of incidents, to guarantee the normal execution of the operation.
- Establish mechanisms that contribute to the **growth of the organization**, through the development of new businesses, based on the identification and assessment of opportunities, the design and presentation of commercial proposals, and the attraction of personnel with the appropriate profile, whose skills and competencies are aligned with the established requirements, in addition to implementing the corresponding services.
- Guarantee the **supply of products and/or services** through optimal negotiations that are aligned with the technical specifications requested by the client, developing reliable suppliers with offers in line with the market.



- Promote **confidentiality, integrity and availability** as fundamental principles of Information Security, implementing **technological innovations** that help improve the tasks and processes related to it.
- Identify, **mitigate, and manage risks** based on strict compliance with corporate security controls, aligned with local legislation, international standards, privacy regulatory requirements, and information security.
- **Promote awareness** among the organization's users of possible threats and situations that may negatively affect the fundamental principles of IMS.
- Implement a comprehensive **business continuity** management model by providing a framework of best practices to minimize disruption to the operation during unexpected events, establishing processes for timely and adequate preparedness and response to **emergencies**.
- Comply with the levels of **protection of personal data** required by our clients and their end users, comprehensively implementing the global privacy and personal data protection program, promoting the culture and application of data protection **policies and procedures** throughout the organization.
- Promote **privacy by design and by default** in the organization's products, services, and processes in which personal data is processed.
- Implement measures that allow the identification and control of the personal data processed by **TP MAR**, ensuring the **retention and elimination of the personal data** collected by the company.
- Comply with the **principle of** demonstrated responsibility for TP, acting as responsible or in charge of the processing of personal data, making effective the exercise of the **rights of the owners** of the personal data that are processed by **TP MAR**.
- Ensure **impartiality** in the requests received, as well as due process in each case, without generating reprisals or bias with users.



- Promote **continuous improvement** and automation of processes in capacities and campaigns through action plans that prevent and/or reduce complaints received, strengthening the relationship with stakeholders and reaffirming their satisfaction.
- Promote the guidelines of **good governance** and **integrity** as corporate values and the only means for business development, rejecting any type of illegal, fraudulent practice or contrary to the codes of ethics and conduct of the organization.
- Identify, measure, comply with, control and monitor risks in matters of **corruption and bribery** through compliance with the controls established in global policies and procedures, as well as in local legislation and international standards.
- Train and develop staff on the knowledge of TP MAR codes, policies and procedures locally, as well as the organization for the prevention **of the risk of corruption and prohibition of bribery**.

To meet these commitments, the organization:

- Allocate human, financial, infrastructure, technical and technological resources to achieve the objectives and goals of the GIS established in this policy.
- Identify, evaluate, and ensure **compliance with** legal, regulatory, corporate, contractual, labor, Human Rights, collective bargaining, and other requirements.
- It provides **mechanisms, time, training and information for the consultation and participation** of all workers and their representatives, providing space for sustainable and sustainable development.
- Implement all **hygiene and health measures**, complying with high biosafety standards.
- Define **safety and quality standards** for best practices in our services.



- **It trains and permanently develops** the knowledge and skills of workers both in the functions of their activities and in issues of Health, Safety and Integral Well-being at Work, Environment, Quality, Information Security, Protection of Personal Data, Corporate Social Responsibility and Sustainability, Guarantee and Protection of Human Rights, Diversity, Equity and Inclusion and Attention to Requirements.
- It ensures mechanisms for the **reporting of hazards and events** that may compromise the safety of people, information and the environment, promoting a **culture of safety** that leads to the adoption of safe practices.
- Quantifies, prevents, mitigates, and compensates **for negative environmental impacts** through various strategies.
- It adopts measures and actions that promote **environmental culture and awareness** in relation to the protection of the environment.
- It provides the necessary tools to **extend the life cycle of** the waste generated, the rational use of natural resources, the reduction in the generation of emissions that impact climate change, sustainable mobility, responsible consumption, the circular economy and the conservation of biodiversity.
- It establishes actions that make contributions to the **environmental, social and economic environment (corporate governance)**, as well as the contribution to the **objectives of sustainable development**.
- Verifies compliance with the **requirements for contractors and suppliers**, monitoring and promoting mutual responsibility, adhering to the code of ethics and conduct, generating added value towards socially responsible, transparent and anti-corruption management.
- Provides **innovation and transformation** of services towards continuous improvement and meets the needs, expectations and requirements of the customer and other stakeholders.
- It establishes a **privacy and data protection program** that is periodically reviewed, audited and improved to guarantee the protection of personal data in its role as processor and/or responsible for it.
- Controls, safeguards, and guarantees the availability of **documented information** against policies, manuals, programs, plans, procedures, protocols, instructions, guides, formats, or others that are part of the management systems for their adaptation and maintenance, as well as their conservation and final disposal (including elimination) in accordance with global retention policies and regulatory requirements.



- It executes **social and environmental projects** for the fulfillment of solidarity actions that lead to an improvement in society and the environment.
- It guarantees the **protection of Human Rights** and presents zero tolerance for children and forced labor to provide fair, healthy conditions and equal opportunities for all people.
- Establish clear guidelines on **the protection of sensitive information** contained in requests, complaints, claims, suggestions, and congratulations received on secure platforms.
- It defines principles that ensure an effective and efficient **handling of requests, complaints, claims, suggestions, and congratulations** during their reception, classification, investigation, and resolution, complying with current and corporate legal requirements.
- Establishes methodologies to identify the main causes of recurring problems and management indicators that collect information for trend analysis and the **definition of improvement strategies**.

Compliance with this policy is **mandatory for all workers, contractors, suppliers, visitors, and other interested parties**, who will be responsible for knowing and applying the processes and standards of Health, Safety and Integral Welfare at Work, Environment, Quality, Information Security, Personal Data Protection, Corporate Social Responsibility and Sustainability. Diversity, Equity and Inclusion, Protection and Guarantee of Human Rights, Anti-Bribery and Attention to Corresponding Interactions.

This policy must be **permanently available and communicated to all levels of the organization** and other relevant stakeholders on the different channels and work fronts. Its review will be carried out at least once a year by senior **management**, in conjunction with the **IMS Committee** and **workers' representatives**, including the occupational health, safety and hygiene committees.

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