

BLUEMARA drives the digital transformation of organizations through the use of innovative technologies, establishing itself as a trusted technology partner. Its objective is to offer excellence, security, and innovation in the management of critical processes, contributing to a more efficient, resilient, and secure business environment.

Management acknowledges the importance of effectively managing IT services and protecting information assets as strategic elements of the organization.

Aware that service quality and information protection are inseparable elements for business success, BLUEMARA establishes an **Integrated Management System** that combines information technology service management and information security as fundamental pillars of its activity.

The purpose of this system is to guarantee the delivery of services that add value to our clients, ensuring at all times the **confidentiality, integrity, and availability** of the information managed.

BLUEMARA guides its activity in accordance with the following principles:

- **Client and service focus**, ensuring that the services provided respond to the current and future needs of stakeholders, through their definition, control, and continuous improvement.
- **Information security integrated into the service**, incorporating technical and organizational measures that protect information assets throughout the entire lifecycle of services.
- **Process and risk-based management**, identifying, evaluating, and treating risks that may affect both service delivery and information security.
- **Continuity and resilience**, guaranteeing the availability of services and the capacity to respond to incidents or contingency situations.
- **Effective management of incidents, problems, and changes**, aimed at rapid service restoration, root cause elimination, and minimization of business impacts.
- **Responsible supplier relationships**, ensuring that external services meet the quality, security, and service level requirements demanded by BLUEMARA.
- **Regulatory compliance**, ensuring adherence to applicable legislation as well as contractual commitments entered into with clients and other stakeholders.
- **Clear assignment of responsibilities**, promoting the involvement of all staff in the correct delivery of services and in the protection of information.
- **Continuous improvement**, through systematic performance evaluation, the definition of objectives, and the implementation of improvement actions.

To fulfil these principles, **BLUEMARA** commits to:

- Providing the necessary resources for the adequate delivery and development of services.
- Establishing and reviewing objectives aligned with the organization's strategy.
- Monitoring service performance and the effectiveness of security controls.
- Protecting information against unauthorized access, alterations, or losses.
- Guaranteeing the availability of services in accordance with agreed levels.
- Promoting staff training and awareness.
- Driving transparent communication with clients and stakeholders.

BLUEMARA's Management assumes the commitment to promote this Policy as a fundamental part of its business policy. It likewise commits to communicating it, reviewing it periodically, and disseminating it to all stakeholders, in order to ensure its understanding and access by all, in pursuit of the established objectives.

Madrid, on 09 April 2026

General Management