

## INFORMATION, KNOWLEDGE, AND ARTIFICIAL INTELLIGENCE POLICY

Approved at ISA Board of Directors Meeting number <919>.

< Date: 08/23/2024 >

### OBJECTIVE

To declare the corporate decisions guiding the management of information and knowledge as critical and strategic assets, essential for the development of the business in its present and future needs, which require to be preserved and protected, researching, developing, innovating, adopting, taking advantage of and using artificial intelligence responsibly and ethically in pursuit of sustainability, the construction of synergies, the continuity of the operation and the permanent evolution of ISA and its companies.

### DECLARATIONS

- We establish mechanisms to safeguard information, complying with the regulations that govern ISA and its companies, especially those that have in their line of business hosting and third-party information services, with criteria of availability, integrity, confidentiality, transparency, and reliability.
- We rigorously treat confidential information from internal or third-party sources and especially that of our talent, ensuring compliance with Habeas data and the protection of the personal information of our stakeholders.
- We establish strategies and practices for the management of knowledge and digital talent to capture, develop, maintain, and transfer knowledge and institutional memory.
- We recognize the intellectual works, creations and inventions of our human talent and other assets related to information and knowledge, as they are part of the patrimonial rights and corporate property of ISA and its companies.
- We abide by and respect the established legislation on intellectual and industrial property, information exchange and management, and artificial intelligence in each of the countries where we have operations, as well as the relevant accords, agreements and treaties, and the voluntary commitments that ISA and its companies have made.
- We recognize the cyber risks that may threaten the security of information and we are committed to manage them in compliance with current regulations, the requirements demanded by clients and the market, training the employees of our companies in these matters and implementing technological mechanisms and processes to identify, prevent and mitigate them.
- We implement mechanisms to mitigate information leakage and control how our users share information securely. To this end, we restrict access to file sharing sites, open artificial intelligence tools and mass storage mailboxes other than those defined and limit the use of removable media such as USB sticks or external disks.
- We assign usability and information access privileges, according to profiles, roles, and responsibilities.
- We promote the responsibility of our human talent with the management of information and knowledge, as well as with the responsible and ethical use of artificial intelligence, ensuring compliance with the defined criteria and continuous improvement.
- We ensure that the design, research, development, use, adoption, exploitation and application of tools for the management of information, knowledge and artificial intelligence are aligned with the strategies and ethical principles of ISA and its companies, seeking to

keep them at the forefront of new technologies and fostering an innovative culture, allowing the generation of new ideas.

## **ROLES AND RESPONSIBILITIES**

- ISA's Board of Directors, through this policy, provides the basis for the strategic and responsible use of information, knowledge, and artificial intelligence in the organization, under a solid governance framework that allows the effective management of the risks associated with its use.
- Within the framework of the established corporate model, ISA and its companies are integrally responsible for assessing, classifying and determining the treatment of information considering, among others, its confidentiality, integrity and availability characteristics. Additionally, it must manage the risks associated with the protection of information, knowledge, and use of artificial intelligence.
- All people in the organization are responsible for the application of this policy in their field of action in accordance with the management models, internal regulations and protocols defined for this purpose.

< **Signature** >

**OLGA LUCÍA LÓPEZ MARÍN**

**CIO- CHIEF INFORMATION TECHNOLOGY OFFICER**