

MANAGEMENT POLICY

The Integrated Management System Committee, aware of the importance of respect for the Environment and the relevance for the company to meet the needs and expectations of our customers, adopts an Integrated Management System, called OSIMS, for the activities of **"Provision of services related to information technology in open source environments"** which defines and disseminates to all levels of the Organisation based on the requirements established by the **UNE ISO 9001:2015 and UNEISO 14001:2015** standards structured around this policy, therefore we are committed to:

1. Encourage training and awareness-raising among our staff, as well as communication with suppliers through the sending of communiqués. Establishing a planned and permanent training and information plan.
2. Integrate suppliers and indirect distribution channels in the commitment to quality and good practices, with the aim of integrating them as another element of the service chain, consolidating the relationship as a principle of mutual collaboration in the development of common interests.
3. The culture of optimal customer service and environmental protection as well as the prevention of pollution must be a conviction and the frame of reference to be permanently taken into account by every single person in the company in order to strengthen stable and lasting relationships with existing customers and to win new customers.
4. Plan our activities in such a way as to ensure the prevention of pollution and in turn guarantee the continuous improvement of the management system.
5. To comply with the environmental legislation in force, which is applicable to it by reason of its activity, guaranteeing compliance with the relevant environmental laws and regulations.
6. We are also committed to complying with the legal and regulatory requirements applicable to our services and products.
7. To minimise the environmental impact of our activities by placing special emphasis on the control of our consumption and the management of the waste generated, both hazardous and non-hazardous, providing a global vision towards the protection of individual health and the awareness of internal and external parties in the care and impact of the environment.

8. This policy is the framework to ensure that the objectives and targets of the management system are set and reviewed, the system has a measurement and periodic reporting system in place to evaluate and direct our efforts to reduce our environmental impact and improve quality in all our operations, as well as to control and correct non-conformities, by identifying and taking actions for continual improvement of both our quality and environmental management system.
9. We are committed to ensuring that this Policy is understood, implemented and maintained at all levels of the Company, and that compliance is documented. This Policy will also be maintained and regularly reviewed, communicated to all staff and made publicly available.
10. The board of directors shall be responsible for overseeing the implementation of the environmental management policy and/or the improvement of environmental performance in the organisation.
11. Roles and responsibilities are delegated to employees and stakeholders to implement the environmental management policy.
12. Training for employees to understand the impacts of their work activities on the environment.

Areas Covered by the Environmental Policy, At OpenSistemas, our environmental management policy covers several areas crucial to our commitment to sustainability and environmental responsibility. These areas include:

1. **Production Operations and Commercial Facilities:** We strive to minimise the environmental impact of our production operations and business facilities through sustainable practices and energy efficiency.
2. **Products and Services:** We are dedicated to developing products and services that are environmentally friendly and provide sustainable benefits to our customers and communities.
3. **Waste Management:** We take an integrated approach to waste management, focusing on waste reduction, reuse, recycling and proper disposal.
4. **Other Key Business Partners:** We extend our environmental responsibility principles to other key business partners, such as unmanaged operations, joint venture partners, licensees and subcontracting partners.

Responsibilities and Roles:

At OpenSistemas, we are committed to the effective implementation of our environmental and quality policy. To achieve this, we have established well-defined roles and responsibilities for all parties involved in our operations. These roles ensure that every member of our organisation and our external partners understand their contribution to meeting our environmental and quality objectives.

- **Senior Management**, lead and coordinate all environmental and quality related initiatives in the company. They will be in charge of overseeing the implementation of this policy in all operational areas and ensuring that our sustainability commitments are met, and will provide the necessary resources to implement and maintain the management system.
- Responsible for the Integrated Management System, coordinates the implementation and maintenance of the management system. Assists in the identification and assessment of environmental and quality risks and opportunities. Oversees the measurement and monitoring of environmental and quality performance.
- **Area managers**, take responsibility for implementing this policy within their respective area. They will be responsible for identifying areas for improvement related to environmental and quality management in their operations. In addition, they will work closely with the Quality Manager to implement corrective and preventive actions.
- **Customers**, are a vital part of the management system, as their satisfaction and feedback help the company to adjust its policies and practices to meet their needs and expectations. Their active participation in the process contributes to the achievement of quality and sustainability objectives. That is why we are committed to a direct and close contact in search of feedback on the quality of products or services received, collect your expectations and requirements as well as the improvements that you understand are possible.
- **Supplier Evaluation**, We see our suppliers as playing a key role in our value chain and in meeting our quality and sustainability standards. We will therefore regularly evaluate our suppliers on the basis of their commitment to our environmental and quality policy. Those suppliers who share our values and objectives will be given priority in our collaboration.
- **The rest of the workers**, The company's employees must be familiar with and comply with the procedures and practices established in the management system. Report any non-compliance or situation that may affect quality and the environment. Participate in

environmental and quality training and awareness-raising. Actively contribute to continuous improvement in their respective areas of work.

This environmental and quality management policy is officially adopted and is effective as of 12/06/2023. We believe in the importance of transparency and open communication with our external stakeholders. We are committed to informing our customers, suppliers and the wider community about our sustainability and quality efforts and achievements. All employees and stakeholders are obliged to comply with the principles and commitments set out in this policy. Senior management will regularly review this policy to ensure its currency and effectiveness.

General Management

Date: 12/06/2023

