



Integrated Management System Policy

Public use

BABEL is a Spanish-origin multinational technology company specializing in **digital transformation** solutions, with a presence in Latin America, Europe, and Africa. You can find our various offices in the contact section of our website.

At BABEL, we believe in people's growth through technology. We offer an environment where every professional can develop their career through challenging projects, continuous learning, and a culture that values trust, transparency, and commitment. **We work as a team, aligning individual goals with those of the group.** We support one another, share knowledge, and act responsibly to achieve excellent results. Collaboration, respect, and continuous improvement are part of our daily work. **We are bold, ambitious, and passionate about what we do.** We face challenges with energy and always look for the best way forward, driving real impact together—for our clients, our company, and our own professional paths.

The Management of BABEL establishes this **Integrated Policy** as a framework for all implemented management systems and commits to:

Quality

- Satisfy customer requirements and manage their expectations, ensuring quality products and services.
- Set quality objectives and promote continuous improvement of processes and outcomes.
- Foster effective communication and trust-based relationships with stakeholders.

Sustainability

- Prevent pollution and minimize environmental impacts by using resources responsibly, properly managing our waste, and contributing to climate change mitigation.
- Comply with environmental legislation and other assumed commitments, including establishing and implementing emission reduction measures.
- Promote a fair working environment, fostering equal opportunities, professional development, diversity, employee well-being, and workforce participation.
- Develop responsible relationships with clients, suppliers, and other stakeholders, promoting respect for human rights and professional ethics.
- Promote transparency and good governance in our decisions and processes, ensuring compliance with our code of ethics.
- Reduce our carbon footprint and continuously improve environmental performance, ensuring coherence, accuracy, relevance, integrity, and transparency throughout the process.

Occupational Health and Safety

- Provide safe and healthy working conditions, preventing work-related injuries and health deterioration.
- Eliminate hazards and reduce occupational risks through ongoing evaluation, control, and monitoring.
- Ensure consultation and active participation of workers and their representatives on OHS matters.

- Comply with applicable occupational risk prevention legislation and other commitments.
- Establish specific OHS objectives and promote a culture of prevention at all levels of the organization.

Information Security

- Protect information and assets, ensuring confidentiality, integrity, availability, and traceability.
- Comply with data protection legislation and the requirements of the National Security Framework (ENS).
- Assess and manage risks, handle incidents, and foster a culture of security.

Artificial Intelligence

- Use artificial intelligence responsibly, ethically, securely, and in compliance with applicable regulations, ensuring appropriate human oversight and control of AI systems throughout their lifecycle.
- Identify and manage risks associated with artificial intelligence, including bias, impacts on individuals, privacy, and security, ensuring transparency and explainability where required.
- Promote employee training and the continuous improvement of AI systems through ongoing monitoring and periodic evaluation.

IT Service Management

- Deliver IT services aligned with service level agreements (SLAs) and client needs.
- Effectively manage changes, incidents, and problems, ensuring continuity and value.
- Continuously improve the quality, efficiency, and reliability of services.

Business Continuity

- Provide necessary resources for business impact analysis (BIA), risk assessments, and continuity planning.
- Promote staff awareness and training regarding their roles and responsibilities during disruptive incidents.
- Ensure continuity plans are tested, reviewed, and regularly updated.

Continuous Improvement, Compliance, and Communication

- Comply with all applicable legal, regulatory, contractual, and voluntary requirements.
 - Periodically review this policy to ensure it remains suitable to the organizational context.
 - Communicate it and ensure it is understood by all staff and accessible to external stakeholders.
 - Promote continuous improvement of the integrated system in all areas.
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 Approval

The BABEL Management supports this Integrated Policy, assuming leadership and providing the organization with the necessary resources to ensure its effectiveness and compliance.

Tony Olivo
CEO, BABEL Group
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