

INTEGRATED MANAGEMENT POLICY

MindShore's management establishes and maintains an Integrated Management System aligned with the UNE-EN ISO 9001, UNE-EN ISO 20000-1 and UNE-EN ISO/IEC 27001 standards, applicable to the provision of technological services, software development, platform management and specialised outsourcing in the IT field.

This Integrated Management System constitutes the framework that guarantees the quality of our services, information protection, operational excellence and environmental commitment, ensuring continuous improvement and the generation of sustainable value for customers, professionals and other stakeholders.

PURPOSE

To drive the technological transformation of companies through expert talent, agile methodologies, and future-oriented solutions. Doing so by combining human intelligence and digital capabilities to solve complex challenges with efficiency, speed, and business vision.

MISSION

To provide our clients with high-impact technological solutions, developed by flexible, expert, and committed teams capable of integrating as an extension of their own organization.

VISION

To be the preferred technology partner for companies seeking efficiency, innovation, and autonomy, leading a new model of IT service delivery based on trust, specialization, and intelligent collaboration.

VALUES

Open Communication

We believe effective communication is a key element in interactions and decision-making for success in all our clients' projects.

Therefore, we establish that all necessary information must always and by default be shared with teams, clients, and partners.

Effective resolution

We combine agility and passion in everything we do with the knowledge and experience to consider all alternatives thoughtfully and carefully.

We know how to preserve the right balance between maximizing efficiency and safeguarding a high-quality consulting process.

Service orientation

We strive to fully understand the perspective of internal and external clients, at all times and in its entirety, without excuses or conditions. Thanks to this, we can offer personalized and exceptional quality solutions to our clients while also caring for the interests of our team.

Team spirit

One-Team, at all times and under any circumstance. We believe in and support a collaborative model that deepens team spirit and values the importance of each member in achieving our goals.

On this premise, team members—regardless of geographic location or level of commitment to client challenges—maximize their best results by feeling part of MindShore.

Continuous improvement

Our collaboration model encourages and rewards proposals for improvement from team members regarding our solutions, our environment, and our clients.

We promote a context that stimulates every MindShore member to propose changes with a positive impact and to turn them into individual actions that contribute to the common good.

COMMITMENTS OF THE INTEGRATED MANAGEMENT SYSTEM

In line with our Purpose, Mission, Vision and Values, MindShore makes the following commitments:

1. Quality and customer satisfaction

- Comply with applicable contractual, legal and regulatory requirements.
- Design and provide services under measurable, results-oriented standards.
- Set objectives aligned with the strategy and periodically review their fulfilment.
- Continuously improve the effectiveness of the Integrated Management System through internal audits, data analysis, management reviews and systematic management of non-conformities.

2. IT services management

- Plan, design, transition, operate, and improve technology services in accordance with internationally recognised best practices.
- Ensure adequate levels of service availability, capacity, and continuity.
- Maintain transparent and collaborative relationships with customers and technology partners.

3. Information security

- Protect information assets by ensuring their confidentiality, integrity and availability.
- Identify, assess and address risks that may affect information security and service delivery.

- Provide a framework for establishing and reviewing security objectives Aligned with identified risks and business needs.
- Raise awareness and train all staff in information security.

4. Environmental management

- Comply with applicable environmental legislation and other commitments made by the organisation.
- Prevent pollution and minimise the environmental impact of our activities.
- Promote responsible and sustainable practices consistent with our digital and distributed operating model.

APPLICATION AND DISSEMINATION

Management ensures that this Policy:

- Is appropriate to the purpose and context of the organisation.
- Provides a framework for setting objectives for the Integrated Management System.
- Is communicated, understood and applied at all levels of the organisation.
- Is available to customers, employees and other relevant stakeholders.

Management periodically reviews this Policy to ensure its strategic suitability and alignment with the evolution of the organisation and its environment.

Madrid, 24 February 2026

Translation note: this is a translated copy of its source, originally written in Spanish, and which should prevail in case of conflict.