



INTEGRATED MANAGEMENT SYSTEM POLICY

Ascenty maintains customer satisfaction by providing quality services, within the scope and deadlines agreed to, in a sustainable manner.

It focuses on the well-being of all stakeholders, ensuring risk analysis, compliance with objectives, support for strategic direction and continuous improvement of both the performance of the Integrated Management System (IMS)¹ and the services provided.



- It establishes and maintains an IMS committed to conducting business ethically, through management with zero tolerance for bribery and corruption. It stresses that good faith complaints are welcome, will not be retaliated against and will be dealt with by the Compliance sector, which has autonomy and independence within the organization. When deviations in conduct and ethics are found, the appropriate corrections will be applied.
- It develops technology-based businesses for Data Centers and Connectivity, using environmentally appropriate procedures and technologies.
- It eliminates dangers and reduces risks associated with worker exposure, providing safe and healthy conditions and environments to prevent work-related injuries and health problems. It also avoids unexpected downtime by protecting the information infrastructure, based on the three pillars of business continuity - people, processes and technology - and by adopting the necessary redundancies for risk control.



- It mitigates its environmental impacts through the conscious use of natural resources, the use of renewable energy, the offsetting of atmospheric emissions, the management of environmental aspects and impacts, the proper disposal of waste, the use of energy efficient equipment with active monitoring and the provision of resources for the development of energy efficiency projects.
- It promotes physical and logical security guaranteeing privacy, transparency, availability, integrity and confidentiality in data management, ensuring that only authorized personnel manage private data.
- Has the customer as a priority, providing quality services and satisfaction, using IT management tools in a standardized way, understanding ITIL processes, and focusing on resolving internal and external demands.



Committed to worker consultation and participation, it trains employees, service providers and clients, promoting awareness of the issues associated with the IMS, proper ethical standards, retaining qualified and trained staff to operate infrastructure services and handle work safety concerns.

It complies with applicable legal requirements, observes internal policies and processes and other requirements applicable to its IMS and carries out a critical analysis of its objectives and targets.