

## **ANNEX K – INTEGRATED MANAGEMENT SYSTEM POLICY**

The Integrated Management System (IMS) Policy is defined and reviewed by the top management, based on the applicable legislation, the Context of the Organization, the Principles and Values defended by INCM, its management philosophy and the commitments inherent to the benchmarks in which the Management System is certified.

The Policy is guided by the definition, monitoring and systematic review of the strategic and operational objectives, inherent to the processes, both business units and of the support and corporate center functions, to continuously improve the effectiveness and efficiency of the IMS.

Thus, the **IMS Policy** is based on the following **10 commitments**:

- 1) Promote the involvement of all workers**  
Encouraging the development of skills, accountability, valuation and training appropriate to the performance of their activities and implementing work-life balance policies that improve the balance and management of responsibilities between professional, family and personal life.
- 2) Meet and exceed the expectations of customers and other stakeholders**  
Developing a relationship of mutual trust, ensuring compliance with legal, regulatory, contractual or other requirements that INCM assumes and the search for more efficient solutions, in order to ensure their loyalty.
- 3) Communicate and Raise Awareness**  
Encouraging all stakeholders (employees, shareholders, customers, users, suppliers and society in general) to know and apply the INCM's IMS Policy, contributing to its rigorous implementation.
- 4) Preventing Pollution and Managing Environmental Impacts**  
Ensuring the commitment to environmental protection, including the prevention of pollution, through the adoption of appropriate practices, thus improving the environmental performance of activities, products and services to systematically prevent and reduce their environmental impacts, favoring the adoption of the best available techniques.
- 5) Ensure adequate and safe working conditions in human and physical factors**  
Ensuring the physical and mental integrity of workers, minimizing risks, reducing incidents and avoiding accidents and occupational diseases, promoting the participation and consultation of workers and their representatives in the implementation and evaluation of the performance of occupational safety and health management, thus ensuring a safe and healthy work environment for all stakeholders.
- 6) Drive continuous innovation of new solutions**  
Responding to needs and challenges, valuing creativity, keeping an open mind to new working methods, approaches and methodologies, and investing in business development through the digital transition of its portfolio of products and services.

**7) Respect the [Universal Declaration of Human Rights](#)**

Encouraging its employees and all those with whom it relates (customers, users, suppliers, shareholders, unions, various partners and society in general) to apply and defend the principles of equal opportunities, remuneration and gender equality.

**8) Ensuring the Quality, Security and Reliability of Product and Service Information**

Taking responsibility for its protection, the continuity of its business and mitigating its risks, preventing security incidents and reducing its potential impact, on a continuous basis and in all relevant domains, through the implementation and continuous improvement of the IMS, supported by good practices, [security policies](#), accreditation policies and national and/or international regulations.

**9) Interact responsibly with stakeholders and surrounding communities**

Contributing to their well-being, encouraging and valuing Social Responsibility practices, namely volunteering and/or humanitarian activities, promoting the [Code of Ethics](#) and ensuring, at the same time, its compliance, as the most recent adoption of ethical and sustainable principles and practices in the development of products and services using Artificial Intelligence.

**10) Comply with all requirements applicable to their activity**

Ensuring compliance with the requirements applicable to its activity, as well as other obligations assumed by INCM, whether legal, regulatory, normative, contractual or other obligations that INCM submits, related to the IMS.