

IT SERVICE MANAGEMENT POLICY

INVENTIVA SOLUTIONS S.A.C., dedicated to providing technological solutions for the insurance industry, has decided to implement a Service Management System based on the ISO 20000-1 standard with the objective of ensuring efficient and effective service delivery, aligned with the requirements and service levels agreed upon with clients, while ensuring a continuous improvement approach.

The Senior Management of **INVENTIVA SOLUTIONS S.A.C.** considers that service quality and the satisfaction of client needs are fundamental aspects of its business. Likewise, proper management of the IT elements that support these services is essential. For this reason, **INVENTIVA SOLUTIONS S.A.C.** assumes the following commitments within its Service Management System:

- Comply with all legal and other applicable requirements related to the Service Management System.
- Ensure the quality, security, availability, and continuity of services, guaranteeing customer satisfaction through the fulfillment of requirements and agreed-upon service levels, and ensuring that services align with their needs.
- Implement training programs designed to raise personnel awareness regarding the Service Management System.
- Continuously improve the effectiveness of the management system through the periodic review of our processes.

The Management of **INVENTIVA SOLUTIONS S.A.C.** is committed to providing the necessary technical, material, and human resources to ensure compliance with the objectives the organization develops based on these commitments. This Policy is reviewed periodically, serves as a framework for establishing and effectively applying objectives, and is communicated and supported by both Management and the company's employees, suppliers, and clients.

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