

DIGITAL TRANSFORMATION POLICY, INFORMATION TECHNOLOGY SERVICES MANAGEMENT AND ARTIFICIAL INTELLIGENCE GOVERNANCE

In today's environment of constant technological innovation, the Board of Directors of Laboratorios Normon, S.A. ("NORMON") together with NORMON's General Manager recognise the strategic importance of Digital Transformation (DT), Information Technology (IT) Service Management and the responsible, secure and ethical use of Artificial Intelligence (AI).

This Corporate Policy establishes the comprehensive framework for ensuring excellence in the provision of IT services in accordance with the UNE-ISO/IEC 20000-1 standard, the proper governance and management of AI under the principles of the ISO/IEC 42001 standard, and the implementation of TD processes that drive competitiveness, efficiency and innovation in all areas of the organisation.

This Policy applies to all areas, locations and employees of NORMON, covering all processes, services, products and digital solutions, as well as data management, information security and relations with customers, suppliers and other stakeholders. In addition, it expressly includes Operational Technology (OT) infrastructures, systems and networks, thus ensuring comprehensive coverage that encompasses both information technology and operational technology environments within the organisation.

1. **Regulatory Framework:** The policy is based on the following regulatory and reference frameworks:
 - UNE-ISO/IEC 20000-1: Establishes the requirements for an IT Service Management System (IT SGS), guaranteeing quality, efficiency and continuous improvement in the provision of technological services.
 - IEC 62443: Specific standard for security in industrial automation and control systems (OT), defining requirements and best practices to protect critical infrastructures and operational environments from threats and vulnerabilities.
 - ISO/IEC 42001: Provides guidelines for an Artificial Intelligence management system, ensuring its ethical, responsible and secure use in line with the organisation's values.
 - EU Artificial Intelligence Regulation and General Data Protection Regulation (GDPR): These require compliance with legal and regulatory requirements regarding AI and personal data protection.
 - International and sector-specific standards applicable to digital transformation, cybersecurity, and information management, including the need to comply with sector-specific regulations affecting Operational Technology (OT) systems, ensuring comprehensive and up-to-date regulatory coverage.

2. **General Principles:**
 - Regulatory compliance: Ensure compliance with all legal, regulatory and contractual obligations applicable to NORMON's activity and the management of technology, IT services and AI.
 - Ethics, responsibility and excellence: Promote an environment of integrity, transparency and responsibility in all activities related to Information Technology and AI, placing the company at the forefront of best practices.
 - Customer satisfaction: Focusing the provision of services and the development of technological solutions on customer needs, ensuring efficiency, effectiveness, innovation and quality.

3. **Digital Transformation (DT):** DT at NORMON involves the re-engineering, digitisation and automation of processes, the adoption of emerging technologies and the development of innovative products and solutions, all in accordance with criteria of safety, sustainability and continuous improvement.

- **Processes:** Promotion of reengineering initiatives to optimise workflows, systematic digitisation and automation using technologies such as RPA (Robotic Process Automation), Process Mining, BPM (Business Process Management), IDP (Intelligent Document Processing), etc.
 - **Technologies:** Implementation of cloud solutions, IoT (Internet of Things), industrial IoT, automation, SCADA, artificial intelligence and collaborative platforms, ensuring their integration and alignment with strategic objectives.
 - **Product and solution development:** Promotion of the design and deployment of web and mobile applications, digital tools and advanced systems that provide differential value.
 - **Data management:** Establishment of policies to ensure the accessibility, availability, traceability and responsible use of data, maximising its value and complying with current regulations, including the specific management of operational data and the protection of critical information in OT environments.
 - **Security:** Implementation of cybersecurity controls and risk management, protection of confidential information and personal data, and incident prevention.
4. **AI Governance and Management:** The use of AI at NORMON is governed by a governance model aligned with ISO/IEC 42001, which establishes the basis for the ethical, safe and responsible development, implementation and use of AI systems. In addition, the integration of AI into OT environments is specifically addressed, using solutions aimed at process optimisation, predictive maintenance and automated quality control.
- **Responsible and ethical use:** AI must be used to enhance efficiency, innovation and competitiveness, respecting fundamental rights and avoiding bias or discrimination, both in IT systems and in OT environments.
 - **Risk assessment:** Identification, analysis and management of risks associated with AI systems, implementing control measures proportional to their impact and criticality to safeguard the security and reliability of operations.
 - **Transparency:** Ensuring that AI systems are understandable and auditable, facilitating transparent communication with all stakeholders and ensuring that clear information on the functioning and automated decision-making of both IT systems and OT environments is available.
 - **Security controls:** Integrating technical and organisational measures to protect data and ensure the integrity and availability of AI systems.
5. **IT Service Management:** IT service management at NORMON is structured in accordance with the UNE-ISO/IEC 20000-1 standard, ensuring the provision of services aligned with business needs and customer requirements.
- **Service catalogue:** Development and maintenance of an up-to-date catalogue describing the IT services available, their characteristics, service levels and access conditions.
 - **Service Level Agreements (SLAs):** Definition and monitoring of quality and availability commitments, with clear metrics and periodic review mechanisms.
 - **Roles and responsibilities:** Clear assignment of roles within the Information Security Committee (ISC) and other structures to ensure the effectiveness of the IT SGS and AI governance.
 - **Procedures and controls:** Documentation and deployment of technical and operational procedures for the efficient, secure and compliant management of IT services.
6. **Protection of stakeholders:** NORMON protects the interests of customers, suppliers, employees and other stakeholders by adopting technical, organisational and communication measures that promote trust, transparency and collaboration.

7. **Continuous improvement:** Our commitment to continuous improvement is reflected in the establishment of objectives, performance indicators, internal audits and periodic reviews of the management system, promoting constant adaptation to technological and regulatory changes.
8. **Training and Awareness:** A comprehensive training and awareness programme is being promoted for all employees, focusing on digital transformation, IT service management and the ethical and safe use of AI, ensuring the acquisition of skills and the continuous updating of knowledge.
9. **Strategic Collaborations:** Collaboration with suppliers and technology partners is key to improving the services provided and creating added value. Strategic agreements will be established to ensure alignment with NORMON's quality, security and ethical standards.
10. **Applicability, Availability and Dissemination:** This policy is mandatory for all NORMON staff and departments, and is available for consultation at all organisational levels and by interested parties upon request. Its dissemination is guaranteed through corporate channels and the internal document repository, facilitating access for both internal staff and external stakeholders. The policy will be reviewed at least once a year, or whenever there are significant changes in the regulatory, technological or organisational framework, and will be updated based on the results of these reviews and the evolution of the risks detected.
11. **Reflection on Policy Integration or Separation:** Considering the interrelationship between digital transformation, IT service management and AI, NORMON opts for a unified policy that facilitates consistency, efficiency and a comprehensive vision of technology management. However, it reserves the right to develop specific procedures or guidelines depending on regulatory or technological developments, ensuring coordination and complementarity between the different areas in all cases.
12. **Management Commitment:** NORMON's management reaffirms its commitment to the implementation, understanding and compliance with this Policy, promoting a culture of excellence, innovation and responsibility in the use of technology and AI, for the benefit of the organisation and all stakeholders.

Approved by General Manager

November 2025