

3. Information Security

Adherence and maturity through in-depth security reviews: our technology solutions undergo a rigorous security review process, reinforcing our commitment to safeguarding both existing platforms and ensuring the secure deployment of new implementations



System Modernization: we are actively modernizing legacy systems and migrating them to advanced technologies—a strategic investment that strengthens our cybersecurity posture and streamlines processes. This transformation ensures greater resilience and enables the company for sustainable growth in an increasingly digital environment.



Automation and operational efficiency: we advanced our automation strategy, significantly reducing the risk of human error and ensuring uninterrupted digital services. We also deployed real-time vulnerability dashboards, enhancing risk visibility through centralized security monitoring and reporting capabilities. These initiatives not only accelerate response times but also reinforce our cybersecurity posture and enhance operational resilience.



 Technology Enablers

We continued to strengthen our technological capabilities to enhance organizational resilience. By improving prevention, accelerating detection and response rates, and reinforcing the protection of our operations and digital assets, technology enables us to respond more effectively to emerging threats, ensure business continuity and continue delivering on our purpose and value.

4. Cybersecurity

Our cybersecurity operations run 24/7, year-round, providing protection for business operations and sensitive information against evolving threats. Through proactive monitoring and rapid incident response, we minimize potential impact, safeguard operational continuity, and reinforce stakeholder confidence in our ability to manage risk effectively.



Security Posture Maturity: to measure and strengthen our cybersecurity risk management, we regularly assess our maturity against the NIST Cybersecurity Framework (NIST-CSF), a widely recognized standard that provides clear guidelines for identifying, protecting, detecting, responding to, and recovering from cyber threats, enabling us to set clear goals for continuous improvement.

In 2025, driven by enhanced team capabilities, process automation, technology modernization, and a strong security culture, we achieved a substantial improvement in our cybersecurity posture. These advancements were validated by an independent external entity, which certified the advancements made in protecting and strengthening the resilience of our systems and processes.



Our Business

Business Priorities

Financial Value

Shared Value

Strategy

Opportunity

Community

Sustainability

Ethics and Integrity

Ethics and Compliance

➔ Information Security

Human Rights

Risk Assessment

Corporate Governance

Annexes

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