

In full recognition of the necessity to respond effectively and efficiently to the expectations of our customers and all relevant stakeholders, ALA has established an integrated management system in accordance with the requirements of ISO/IEC 27001:2022.

## Our Global Information Security Management System (ISMS) is focused on:

- ✓ **High Performance:** striving for the optimization of business processes to achieve the highest levels of efficiency and effectiveness through continuous improvement, providing high-quality and innovative services, and anticipating changes.
- ✓ **Participation and Resource Sharing:** ensuring the provision of necessary resources and fostering an environment where every employee feels personally involved in the implementation of the policy, facilitating the exchange of information, know-how, and leveraging synergies.
- ✓ **Evidence-Based Decision Making:** conducting evaluations based on objective evidence to enhance the likelihood of achieving desired outcomes.
- ✓ **Confidentiality:** ensuring that information is accessible only to authorized individuals and entities.
- ✓ **Integrity:** information is accurate, complete, and protected from unauthorized modification.
- ✓ **Availability:** ensuring the availability and security of managed information.
- ✓ **Data Protection:** ensuring that the Information owned by ALA, or managed on behalf of ALA, as well as information belonging to its customers and stakeholders, is appropriately handled, protected, and kept secure.

In order to meet the objectives set forth herein, the Management commits to the following actions:

- Reviewing **contextual factors** and the **needs of stakeholders**, identifying and evaluating system risks and opportunities.
- Using technologies aimed at the continuous improvement of **service quality** and **information security**.
- Using effective methodologies for implementing **applicable legal requirements**.
- **Continuously improving** the ISMS.