

Code of Ethics and Conduct

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Message from the leadership





At Certisign, we understand that it is essential for everyone to be aligned with the highest standards of integrity and transparency. This Code of Ethics is an essential guide that directs us to ensure our actions are always aligned with our values and purpose.

By adhering to these guidelines, we strengthen our culture of ethics and transparency, promoting a healthy and respectful work environment.

We believe that integrity is non-negotiable and that by acting with honesty and fairness, we not only fulfill our legal obligations but also strengthen the trust our clients, partners, and suppliers place in us.

I invite everyone to read this document carefully and to integrate its principles into all their activities. The importance of this code cannot be underestimated; it is the compass that guides us to be an exemplary and admirable organization.

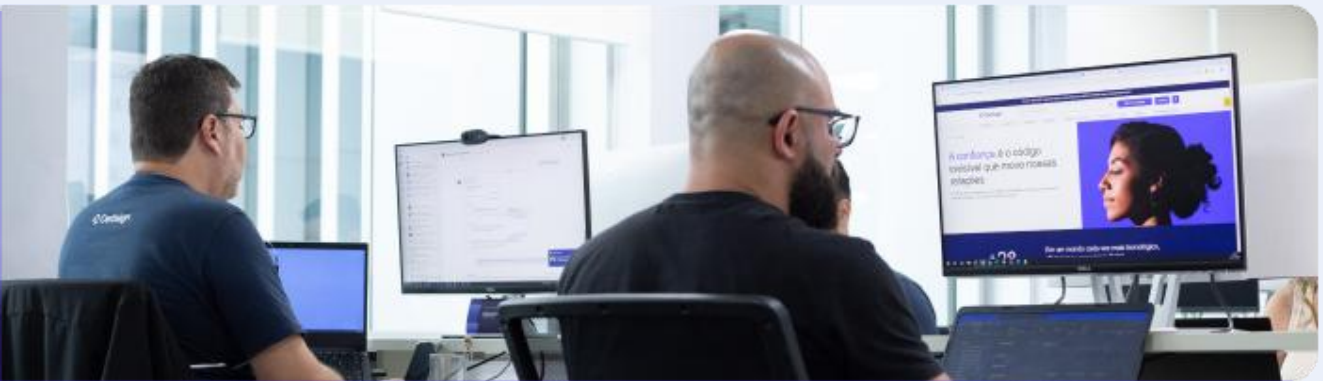
Together, we will continue to build a company that not only achieves its goals but also serves as a model of ethics and responsibility.

I thank each of you for your continued commitment to the values and principles that make our company a place where integrity and excellence are celebrated and valued.

Marco Americo Deneszczuk Antonio

Chief Executive Officer

1. Certisign



Throughout its journey, Certisign has earned recognition as a technology company focused on digital certification and gradually gained prominence in the market by delivering much more than certificates — it delivers trust, serves as a reference in innovation, and provides agility, cost reduction, and sustainability.

In this new generation, practices and strategic decisions are guided by a single purpose: **To inspire a new era of digital trust.**

And by the values:

Trust is the key to everything

We know that trust is the result of a genuine environment, so we keep our doors open, maintain honesty in relationships, and ensure that actions match words. This makes us believe in people, in the process, and in the results.

Execution makes the difference

We value those who step forward to make things happen, take responsibility, and work with determination to achieve goals. That's why we are always alert and proactive in facing challenges.

Innovation is a daily exercise

We will continue to pave the way for a safer and more connected world because we believe innovation is the result of the habit of continuously seeking improvement. From solution creation to customer service, we constantly question ourselves to always improve.

Collaboration multiplies results

We do not give up on communication, collaboration, and shared vision. To ensure secure interactions in the digital environment, we work in an integrated manner with strong cooperation among people and teams, generating genuine connections inside and outside the organization.

Simplicity accelerates us

We are pioneers in simplifying digital identification and firmly believe that simplicity facilitates, enables, and enhances digital security and privacy. In the face of bureaucracy, we prefer clear processes, well-executed basics, and agility to test, fail, and quickly adjust course.

2. ESG

Certisign is committed to the responsible and sustainable development of its business, always attentive to the best environmental, social, and governance practices — ESG (Environmental, Social and Governance) — constantly investing in internal processes, employee awareness, and consideration of principles related to the environment, social development, and corporate governance in decision-making.

ENVIRONMENTAL:

Certisign has a strong commitment to environmental management and, for this reason, adopts solid sustainability practices aimed at minimizing the environmental impact as much as possible in the regions covered by the services provided.

All activities at Certisign must be conducted in a way that preserves the environment and promotes sustainable development, following the guidelines set forth in this Code and managing the potential impacts of the activities carried out.

SOCIAL:

Certisign values a diverse, equal, and transparent work environment, enhanced by the appreciation and development of its employees. It is always attentive to social issues, making efforts to comply with legislation and seeking ways to contribute to society and its employees.

GOVERNANCE:

Certisign follows the principle of transparency through the adoption of the best Corporate Governance practices and is committed to the disclosure of accurate and truthful information, meeting the needs of its stakeholders.

3 ■ Certisign Code of Ethics and Conduct

The Certisign Code of Ethics and Conduct is composed of guidelines aligned with the laws and regulations applicable to the company's activities and the adoption of the highest standards of business ethics, serving as a directive for other Certisign norms and policies, so that:

- Good corporate governance practices are observed;
- Business objectives are achieved with discipline, social and corporate responsibility, appreciation of its employees, respect for life and the environment;
- The relationship of employees with partners, clients, suppliers, and other stakeholders occurs in an attentive, respectful, and harmonious manner.

This Code expresses Certisign's commitment to promoting good conduct among its employees. Therefore, it is essential for everyone to:

- Comply with the guidelines set forth, seeking assistance whenever there are doubts regarding the content;
- Act with responsibility, honesty, respect, loyalty, and transparency;
- Value the common good, whether of individuals or public interest;
- Comply with all laws and regulations applicable to the sector;
- Preserve justice, encourage dialogue, ensure the truthfulness of information, and uphold the professional and personal integrity of other Certisign employees;
- Avoid situations where personal interests may conflict with Certisign's interests;
- Preserve Certisign's image and material and intellectual assets;
- Report to the Certisign Ethics Channel any situations of violation of this Code and other unethical situations;
- Cooperate and maintain confidentiality regarding any investigation related to violations of this Code or any other Certisign rule;
- Act in accordance with the guidelines of this Code in relationships with other employees, partners, clients, suppliers, public and private institutions, as well as with society in general.

4. Scope

The guidelines set forth in the Certisign Code of Ethics and Conduct must be observed and followed by all employees, leaders at all levels, interns, apprentices, and administrators of Certisign, as well as by Certisign’s service providers and business partners.

For the purposes of this Code, the table of degrees of kinship presented below must be considered:

Degrees of Kinship		
Direct Line Relatives		
Degree	Consanguinity	Affinity
1°	Father; Mother; Stepfather	Father-in-law; Mother-in-law; Son-in-law; Daughter-in-law; Stepson; Stepmother and Stepfather of Spouse/Partner
2°	Grandfather; Grandmother; Grandchild	Grandfather; Grandmother of Spouse/Partner; Grandchild of Spouse/Partner
3°	Great-grandfather; Great-grandmother; Great-grandchild	Great-grandfather; Great-grandmother of Spouse/Partner
Collateral Line Relatives		
1°	-	Brother-in-law; Sister-in-law
2°	Brother; Sister	Brother-in-law; Sister-in-law
3°	Uncle; Aunt; Nephew; Niece	Uncle; Aunt; Nephew; Niece of Spouse/Partner

Important: If any employee is a spouse, partner, or has any degree of kinship listed in the table above with individuals connected to Certisign’s competitors, suppliers, and partners, with politically exposed persons, or with other Certisign employees, this situation must be reported to the Certisign Ethics Channel so that the existence or absence of a conflict of interest can be evaluated.

5. Ethics and ombudsman channel

5.1 Certisign Ethics Channel

The Certisign Ethics Channel is operated by a specialized and independent company, intended to clarify Compliance questions and receive reports of situations mentioned in this Code of Ethics and acts of violation or disrespect to the guidelines set forth herein.

The Channel is available to Certisign employees and other interested parties through the following means:

Toll-free phone#: **0800 591 3457** – 24/7

<https://certisign.becompliance.com/canal-etica/canal-denuncias> - 24/7.

1. Reports submitted to the Certisign Ethics Channel will be received and processed by the specialized company and, after filtering, forwarded to those responsible at Certisign so that necessary measures can be taken, in accordance with applicable practices, policies, and laws.
2. Reports will generate a random protocol number, through which the reporter can monitor the progress of the case, interact, and provide additional information.
3. At the end of the investigations, those responsible will present feedback to the reporter through the Channel itself regarding what was reported.



Important: If it is found that the report contains false facts and the reporter acted in bad faith, penalties provided in this Code of Ethics and Conduct may be applied.

5.1.1 Ethics and Conduct Committee

It is the role of the Certisign Ethics and Conduct Committee to:

- Ensure the effective application of the principles and guidelines set forth in this document;
- Determine the necessary actions for the dissemination and promotion of ethics and conduct standards within Certisign;
- Judge cases of violations of the guidelines set forth in this Code;
- Apply the applicable sanctions;
- The members of the Ethics and Conduct Committee are appointed by Certisign's Executive Board, with a defined term of office, and meet periodically;



Important: Committee members are prohibited from participating in the investigation of violations committed by themselves or by individuals related to them by affinity or kinship, or in reports in which these individuals are mentioned, even if they are not the offenders.

5.1.2 Guarantee of Non-Retaliation

Certisign values a healthy work environment where all employees can address ethical issues without fear of retaliation or harm. Therefore, retaliation or discrimination against employees who, in good faith, raise concerns or issues related to inappropriate conduct will not be tolerated.

5.2 Ombudsman Channel

The Ombudsman Channel is intended for clients, with the purpose of re-evaluating requests made through Certisign's Customer Service channels when the solution provided was not satisfactory.

To contact the Ombudsman, the client must access Certisign's official website and select the option "Speak to the Ombudsman."

6. Guidelines



6.1. Certisign's conduct

Certisign's decisions are guided by ethics and transparency, aiming for increasing levels of excellence and profitability, and a healthy and harmonious work environment. Therefore, it values:

- Preserving the health and well-being of employees with safe work facilities
- Promoting continuous improvement in quality of life and personal and professional development of employees;
- Evaluating employees based on criteria that prioritize technical performance and behavioral aspects;

- Rejecting prejudice and prohibiting discriminatory practices based on color, race, ethnicity, gender, age, regional origin, economic or social condition, physical or mental condition, political, religious or sexual orientation, or any other condition;
- Disapproving and prohibiting any practices that harm organizational and personal health, regardless of who commits them, such as moral and sexual harassment, verbal, gestural or physical violence, intimidation, humiliation, disqualification, embarrassment, threats, omission, and others, acting to eliminate them;
- Rejecting and not tolerating child labor, slave labor, and labor under degrading and/or analogous conditions;
- Hiring and contracting only suppliers who apply remuneration policies that, at a minimum, comply with current legislation;
- Ensuring employees' right to free union association and collective bargaining, recognizing unions and professional associations as their legitimate representatives, with whom it maintains respectful and constructive dialogue and transparent negotiations, complying with established agreements;
- Providing and ensuring the quality, integrity, and timeliness of information about the company and its business to its stakeholders;
- Preserving restricted information provided by any of its stakeholders;
- Maintaining open and transparent communication and negotiation channels with clients and suppliers.

6.1.1. Relationship with Clients

Certisign is constantly committed to maintaining a solid and respectable relationship with its clients, which forms the foundation for the company's success.

The ongoing pursuit of quality and responsibility in employee actions is essential so that all investments made by Certisign in people development, recruitment aligned with the business profile, and continuous improvement of technology and infrastructure result in agility, capability, and effective service to Certisign's clients.

Employees must observe the needs of each client in order to meet them by providing reliable and high-quality services, honoring established agreements, and maintaining transparent and ongoing dialogue.

The following requirements must be observed to ensure a good relationship with clients and a lasting and satisfactory connection with Certisign:

- Effective service with clear and truthful information to facilitate the client's business decisions;
- Receptiveness and appropriate handling of suggestions and criticisms received;
- Harmonious treatment, respecting the particularities of each client, with privileges and any form of discrimination strictly prohibited. Certisign reserves the right to terminate the commercial relationship if it poses risks to the company;
- Compliance with contracts and commitments made with clients;
- Not placing personal interests above those of the clients and/or favoring specific clients by circumventing legal provisions or internal regulations.
- Not condoning illegal or unfair practices carried out by clients;

6.1.2. Relationship with Competitors

Certisign operates in compliance with competition and antitrust laws and acts independently and in its own interest in commercial situations involving competitive market conditions.

To maintain an ethical and fair relationship with competitors and avoid practices that restrict competitiveness, employees, suppliers, and partners are not authorized to:

- Discuss prices, costs, business plans, corporate strategies, or other confidential information about Certisign's business with competitors;
- Obtain market and competitor information using questionable or illegitimate means;
- Share information related to Certisign and its business with competitors;
- Engage in acts that disrespect the reputation of competitors or make statements that harm their image.

6.1.3. Relationship with Suppliers

Certisign uses only lawful mechanisms in the selection, negotiation, and contracting of suppliers, as well as in the management of commercial activities, prioritizing a relationship based on the preservation of the company's assets and image, without the use of privileges or discrimination of any kind.

Certisign's suppliers are chosen based on the ethical and moral standards set forth in this Code, as well as their socially responsible conduct and that of their supply chain. They are selected with impartiality, transparency, and a focus on the quality and economic viability of the services provided.

Certisign is committed to not contracting suppliers of goods and services that use child labor, place their workers in degrading conditions, or fail to comply with labor, social security, tax, and other relevant legislation.

The following principles must be observed by all Certisign employees when selecting, negotiating, and choosing suppliers with whom Certisign interacts:

- Comply with the guidelines and principles established in Certisign's Purchasing Policy;
- Maintain honest, ethical, and legitimate relationships, in accordance with current legislation, preserving the rights of the parties involved and Certisign's rights;
- Treat suppliers and supplier candidates equally, with no privileges or favoritism;
- Guide and encourage suppliers to adopt behaviors compatible with this Code;
- Do not accept or offer, for oneself, family members, or third parties, payments, financial aid, donations, commissions, favors, or any other advantages from individuals, companies, institutions, entities, or groups that maintain relationships or have commercial interests with Certisign;
- Do not provide any favor and/or paid service to Certisign suppliers;
- Treat supplier employees with respect, cordiality, and in accordance with legislation and the principles and norms of this Code;
- Fully comply with contractual obligations assumed with suppliers and require them to do the same;
- Ensure the confidentiality of information, data protection, and intellectual property rights, as well as compliance with applicable laws and regulations.

6.1.4. Relationship with Partners

Certisign's partners are selected according to the ethical and moral standards set forth in this Code, as well as their socially responsible conduct.

In relationships with partners, employees must:

- Seek to preserve Certisign's interests and integrity;
- Act honestly, loyally, and transparently, encouraging the partner to observe the principles and guidelines of this Code.

6.1.5 Communication

6.1.5.1 Relationship with the Press

In valuing Certisign's image and reputation, the guidelines established in this Code must be considered in the company's relationship with the press across all types of media. Therefore:

- All content to be disclosed to the press must be previously reviewed by Certisign's Marketing department and, when necessary, approved in advance by the Executive Board to ensure consistency of information;
- Statements, interviews, and/or clarifications of any nature on behalf of Certisign are only permitted by authorized spokespersons, who are limited to expressing solely the institutional opinion. Personal opinions on the subject in question are strictly prohibited.

6.1.5.2 Relationship with Employees

The company's internal communication aims to enable clear and precise interaction between Certisign and its employees, improve relationships, and increase productivity and engagement.

6.1.6. Relationship with Unions and Workers' Representative Entities

Certisign recognizes unions and professional associations as the legal representatives of its employees, following the company's practices and guidelines. It maintains a respectful relationship with unions and professional associations, as well as with their leaders and representatives.

6.1.7. Relationship with Internal and External Control Bodies

It is Certisign's duty, whenever requested by internal and external control bodies, to provide complete, accurate, clear, and timely information, enabling the work of these bodies.

6.1.8. Relationship with public entities

Any relationship between individuals connected to Certisign and public agents must always be guided by transparency and integrity, as well as by the principles established in current anti-corruption legislation and Certisign's Integrity Policy.

All contracts with public entities must follow internal procedures and current legislation. Any situation that may be interpreted as a conflict of interest with public bodies must be immediately reported to the Certisign Ethics Channel.

6.2 Professional and Commercial Conduct

Certisign's ethical, professional, and commercial principles, along with good corporate governance, are the pillars upon which the company's activities are based. Therefore, it is the employee's duty to strive to maintain a work environment where personal dignity is respected.

6.2.1 Employee Conduct and Interpersonal Relationship

Certisign employees represent the company and must perform their duties in a way that adds value to Certisign through courteous, responsible, and respectful behavior in their interpersonal relationships. Therefore, all employee activities must be guided by the ethical values proposed in this Code, and they must:

- Maintain a positive work environment, refraining from any practice that may be understood as moral and/or sexual harassment, abuse of power, intimidation, lack of respect and consideration, or any other type of physical or verbal aggression in the workplace, including verbal threats or any expression of hostility, intimidation, aggression, or hazing;
- Communicate with each other in the workplace through clear, precise communication aligned with the company's objectives, sharing necessary information and aiming for Certisign's business success;
- Avoid using inappropriate language in the workplace, including obscenities, profanity, vulgarity, or verbal abuse;

- Treat clients and other individuals with whom they have professional interactions with respect, courtesy, efficiency, and empathy;
- Participate in training and development programs proposed by the company, including, among others, those related to this Code of Ethics and Conduct and other policies;
- Protect Certisign's assets and safeguard its image;
- Perform activities for which they feel qualified and are properly trained, seeking guidance from leadership and/or the relevant department when necessary;
- Inform leadership if undergoing medical treatment that requires medication that may impair job performance;
- Refrain from consuming or being under the influence of alcoholic beverages or illicit drugs during working hours or while representing the company;
- Collaborate in the proper execution of tasks and patiently assist those who request help;
- Provide clear and accurate information when requested;
- Refrain from engaging in any acts that may be understood as moral or sexual harassment or bullying;
- Refrain from selling, buying, or promoting any merchandise or service;
- Refrain from organizing raffles or lotteries, whether personal or on behalf of third parties, within Certisign premises;
- Refrain from soliciting donations within Certisign premises without prior approval from the Human Resources department;
- Exercise freedom of expression responsibly;
- Not use their position or role to obtain any personal advantage.



Important: Any conduct that does not align with the principles listed above must be rejected and reported to the Certisign Ethics Channel.

6.2.2 Personal Presentation

Employees' personal appearance must reflect the use of attire appropriate to the work environment and the type of role they perform, with the aim of avoiding unnecessary exposure and safeguarding Certisign's image.

If the role requires it, wearing a uniform is mandatory throughout the entire working period.

6.2.3 Professional Development and Career

Certisign provides its employees with equal opportunities for development, career advancement, and continued employment, based on personal effort, merit, potential, performance, and competence. Favoritism based on kinship or friendship is strictly prohibited.

6.2.4 Romantic, Kinship, and Business Relationships Among Employees

Occasionally, within Certisign's work environment, professional relationships may coexist with romantic connections, kinship ties, or business partnerships among employees. Therefore, to avoid conflicts of interest, any type of romantic relationship, kinship up to the third degree, or business partnership between employees must be reported to the Certisign Ethics Channel and/or another internally designated method, so that the reported situation can be evaluated by the Ethics and Conduct Committee and appropriate actions can be taken.

6.2.5 Health and Safety in the Workplace

Certisign is fully committed to the safety and health of its employees, maintaining a qualified environment focused on well-being.

To ensure a safe and healthy work environment, employees must perform their activities safely and in accordance with all internal policies and regulations related to the subject. It is essential to:

- When necessary, use appropriate safety equipment for your activities according to the established procedures;
- Act with caution regarding your own health and safety, as well as that of other colleagues, behaving in a supportive manner.

- Report to your superior any situations or conditions that may be considered dangerous or that may pose unacceptable risks to health and safety.

6.2.6 Political Activity

Certisign does not support political parties but respects the right of its employees to participate in political matters and express their opinions on the subject. However:

- Any manifestation of political-party activity in the workplace is strictly prohibited;
- Employees may not use their position or Certisign's name in personal political activities in which they are involved;
- Employees are not authorized to make donations to political parties, political campaigns, and/or candidates for elected office on behalf of Certisign.

6.2.7 Receipt and Provision of Items and Benefits

Some relationship practices with the public or private sector can often be understood as an illicit way of facilitating business and influencing decision-making, such as offering or receiving gifts, gratuities, prizes, travel, event tickets, invitations to meals and other types of favors, as well as offering and collecting money, financial securities, shopping vouchers, prepaid cards, among others.

Therefore, any practice that may, directly or indirectly, influence the conduct of the company's business with external agents or that contravenes Certisign's internal policies is prohibited.

The receipt and offering of gifts and benefits must always be guided by ethical and lawful conduct and follow Certisign's internal policy.

6.2.8. Donations and Sponsorships

Sponsorships, donations, and other forms of contributions to institutions, agencies, associations, and other companies must comply with legitimate interests and be intended to meet the real needs of their recipients. They must also be formalized through a written document containing a clear and precise specification of the amount, date, purpose, and any additional charges, and must be directed only to legally established entities, which must undergo a Due Diligence process conducted by the Compliance and Risk Management department.

Donations must always aim to support actions related to research, development of public education, or community assistance, and must comply with current legislation.

Employees are prohibited from using donations made by Certisign for commercial purposes or marketing strategies to promote Certisign's services or to influence decision-making within the company.

Sponsorships or donations in exchange for favors or undue advantages with public or private companies through their representatives are strictly prohibited.

Requests for sponsorships and donations must be approved in accordance with the Delegation of Authority Policy in effect at the time.

6.2.9. Exclusive Dedication

All employees must, during their working hours for Certisign, dedicate themselves solely and exclusively to the activities inherent to their position. Performing personal activities during this period is not permitted.

Employees who have parallel professional activities — such as business ventures, academic teaching and research, consulting services, among others — must refrain from engaging in any actions related to these activities during the time they are at Certisign's disposal. They must report this condition to the Certisign Ethics Channel so that potential conflicts of interest and possible overlaps with working hours can be evaluated.

6.2.10. Conflict of Interests

A conflict of interest arises from any opportunity for personal gain by the employee or someone close to them, to the detriment of the company's activities, interests, and image.

Certisign does not tolerate situations of direct or indirect conflict of interest. Therefore:

- In the performance of professional activities, Certisign's interests must prevail and guide all decision-making;
- Employees may not use their position or any assets or information obtained through their relationship with Certisign to compete with the company;
- It is strictly forbidden for employees to carry out any type of parallel professional activity that has a direct or indirect relationship with companies that compete with Certisign, as well as the employee's involvement in any activity that compromises their professional integrity or the company's reputation;
- Employees and service providers may not engage in activities that are or may be in conflict with the interests of Certisign;
- It is not permitted to maintain other businesses or activities that impair the ability to deliver and carry out activities at Certisign.

6.2.11. Use of Assets

It is the duty of all employees to safeguard Certisign's assets, such as its facilities, equipment, furniture, vehicles, funds, and intellectual property (brands, secrets, methods, processes, among others). Therefore, employees must:

- Use these assets solely and exclusively for the appropriate performance of their functions;
- Refrain from using, for your own benefit or that of third parties, any rights or assets of the company
- Report any suspected misuse of Certisign assets to the Ethics Channel.

6.2.12. Property Security

Access to Certisign's buildings and facilities must be controlled, and it is mandatory for all employees, partners, suppliers, or any other visitors to register their entry and exit.

- Carrying weapons of any kind, except for security company professionals hired by Certisign and duly authorized by law to carry a specific, duly registered weapon.
- Recording or taking images of employees, work facilities, computer screens, reports, or any other situation that exposes confidential Certisign information and is not for use in the strict interest of Certisign.

6.2.13. Information Security

The information accessed by Certisign employees, partners, clients, and any other individuals is, by default, confidential — especially technical and commercial data about services, tactical objectives, business and marketing strategies, annual budgets, short- and long-term planning, sales volumes and conditions, research results, statistical, financial, accounting, and operational data, as well as any other information or data linked to or related to Certisign's business interests. Unauthorized disclosure of such information may cause harm to the company.

Therefore:

- Employees and others subject to this Code must take necessary measures to maintain the confidentiality of the information under their care and responsibility;
- Whenever there is doubt about the confidentiality of information or authorization for its use, the employee must seek guidance from their immediate supervisor;
- Disclosure or sharing of confidential information with individuals who do not need it to perform their duties is not permitted;
- It is not permitted to delete, destroy, copy, or send information produced during the performance of duties to personal or third-party email accounts;

- Business partners must commit to treating Certisign's sensitive information as confidential;
- It is not permitted to use confidential Certisign information for your own benefit or that of third parties.

6.2.14. Social Media and Personal Websites

Due to the connection between the employee and Certisign, the reputation and behavior of employees reflected in the content they produce in digital environments can impact the company's image.

To preserve Certisign's image and the interests of its brands, employee interactions on social media and personal websites must not jeopardize the company's reputation or values. Therefore:

- Only authorized persons may speak on behalf of Certisign.
- Employees can identify their relationship with Certisign in their profiles, as long as they refrain from taking sides in issues that pose a risk to their reputation.
- Certisign will not tolerate the posting of criticisms of company professionals, suppliers or customers on public websites and social networks;
- The disclosure of Certisign information is strictly prohibited, except if authorized and in the case of communications published by the company itself on social media.

6.2.15. Data Privacy

Certisign processes personal data (of employees, clients, suppliers, third parties, among others) always considering specific purposes and needs, in accordance with current privacy laws and regulations.

Necessary measures must be adopted to ensure the privacy of personal data accessed by Certisign and its employees, taking into account the Information Security guidelines mentioned in this Code and in its policies, as well as following the instructions outlined in the data protection and privacy policy, in addition to specific procedures of the departments involved in personal data processing.

7 Integrity and ■ Anti-Corruption

Certisign operates with the highest standards of ethics, integrity, transparency, and governance, guiding relationships between Certisign members and public and private entities, and ensuring the fight against any form of corruption, fraud, favoritism, bribery, extortion, kickbacks, and other financial crimes in the company's business.

It is a premise of Certisign, in its relationships with public and private entities, to use the highest standards of ethics, integrity, transparency, and governance, always in accordance with current legislation, regulations, and standards, and following the guidelines set forth in the Integrity Policy available on Certisign's website.

It is the responsibility of employees to be aware of and stay up to date with the laws, regulations, and standards applicable to their activities, as well as Certisign's internal policies and procedures. It is strictly prohibited to:

- Charge or receive any type of payment or benefit from any employees, executives, administrators, and similar individuals from companies or entities with which Certisign has a relationship, with the intention of obtaining favors or undue exemptions.
- Deliver, promise, or offer any type of payment, commission, gifts, or compensation to any employees, executives, administrators, and similar individuals from companies or entities, whether directly or indirectly, with the intention of obtaining undue advantages;

8. Role of Leadership

Every leader directly influences their team and is therefore responsible for the results, attitudes, and behavior of the employees within it.

Thus, it is essential that leaders keep their teams informed about the company's objectives, as well as the provisions of this Code and other applicable policies, promoting and disseminating Certisign's ethics and conduct guidelines.

9. Compliance with the Code of Ethics and Conduct

Certisign advises everyone to whom this Code applies to adopt ethical behavior consistent with the company's principles, values, and standards, and to be responsible for its full compliance.

Conduct that violates this Code must be immediately reported to the Certisign Ethics Channel through a report accompanied by elements that allow the occurrence to be investigated.

If a violation of the provisions of this Code is confirmed, or if other unethical conduct not covered in this material is identified, disciplinary sanctions may be applied, including warnings, suspension, and dismissal. When applying disciplinary penalties, the nature and severity of the infraction will be considered, always observing Certisign's standards and applicable legislation.

10. Management of Certisign's Code of Ethics and Conduct

The management of this Code will be the responsibility of the Ethics and Conduct Committee, with its issuance and periodic review carried out by the members of this Committee.

11. Final Considerations



By accepting this Code of Ethics and Conduct, employees acknowledge and confirm their understanding and agreement with all the provisions set forth herein. They commit to following the Code's guidelines in the performance of their professional activities and to report any doubts or suspected violations to the Certisign Ethics Channel.

All contracts entered into by Certisign with business partners, service providers, and clients must include clauses ensuring compliance with the laws applicable to their activities and the adoption of values consistent with those contained in this Code of Ethics and Conduct and related policies.

