INDRA RENEWS ITS ISO 22301, ISO 27001 AND ISO 20000 CERTIFICATIONS, WHICH ACCREDIT ITS BUSINESS CONTINUITY SYSTEMS, INFORMATION SECURITY AND OPTIMAL IT SERVICES MANAGEMENT

- **The company has renewed its ISO 22301, UNE-ISO/IEC 27001 and ISO/IEC 20000 certifications with the Spanish Association for Standardization and Certification (AENOR) for another year. These certifications reinforce its business continuity and recovery systems, information security and the management of its Information Technology (IT) services, respectively.**

- **Indra has recovery strategies and solutions designed to guarantee business continuity in the event of possible disruptive events such as natural disasters, pandemics or armed conflicts, among others.**

- **The company considers Information Security an essential part of its business strategy, due to the impact it has on its activity and that of its customers. Indra developed an Information Security Management System, certified to the ISO 27001 standard since 2007.**

Madrid, December 20, 2022 - Indra, a leading global technology and consulting company, has renewed its ISO 22301 certification, first obtained in 2021, which is considered an international reference standard in business continuity. Indra boasts a collection of best practices for business continuity accumulated over many years of experience in various industries, economies and types of organizations.

Indra, firmly committed to the goal of guaranteeing business continuity for its customers under any conditions, has a management committee with several responsibilities, which include deciding whether or not to authorize the activation of the company's continuity plan in the event of a catastrophe, and planning the steps to be taken until the service is restored to the initial conditions.

Indra has recovery strategies and solutions to address potential disruptive events such as natural disasters, pandemics or armed conflicts. In practice, these strategies enable the company to respond quickly to internal and external contingencies.

This certification attests to the capacity of Indra's Information Systems to handle these kinds of situation effectively and in coordination with other departments involved in order to guarantee business continuity (internal communication, general services, physical security, etc.).

Indra has also renewed its UNE-ISO/IEC 27001 (Information Security) and ISO/IEC 20000-1 (Service Management) certifications. The company considers Information Security an essential part of its business strategy, due to the impact it has on its activity and that of its customers. That's why Indra developed an Information Security Management System, certified to the ISO 27001 standard since 2007. This system is responsible for defining, implementing and improving the most effective controls and procedures to minimize and manage the risks in the company's internal processes, in its daily operations, in the development and execution of projects, programs and services and in customer management.

The ISO 20000-1 certification, first obtained in 2010, guarantees effective and efficient management of Information Technology (IT) services aligned with the needs of the business, thus increasing their value contribution to the organization. Delivering cost-effective, quality IT services that meet the needs of the business is a priority for Indra's systems management, as is the continuous improvement of these services.

The ISO 20000-1 certification processes facilitate a holistic service management that covers the complete cycle of a service from business demand to building, providing and supporting the service, as well as continuous improvement. The processes accredited by this certification help to align the goals of IT services

with the company's strategy as much as possible, thus maximizing the value provided by the company's technological services.

About Indra

Indra (www.indracompany.com) is one of the leading global technology and consulting companies and the technological partner for core business operations of its customers worldwide. It is a world-leader in providing proprietary solutions in specific segments in Transport and Defence markets, and a leading firm in Digital Transformation and Information Technologies in Spain and Latin America through its affiliate Minsait. Its business model is based on a comprehensive range of proprietary products, with a high-value, end-to-end focus and with a high innovation component. In the 2021 financial year, Indra achieved revenue of €3.390 billion, near 52,000 employees, a local presence in 46 countries and business operations in over 140 countries.

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