



RESPONSIBLE ARTIFICIAL INTELLIGENCE PROGRAM



Empresa de concesiones del  GRUPO ARGOS

CHAPTER I. OBJECTIVE

Odinsa's Responsible Artificial Intelligence Program undertakes to ensure that all AI systems deployed across the company's road and airport concession operations — whether developed internally, provided by Grupo Argos, or adopted from third-party providers — are implemented and governed in a manner that is ethical, transparent, and consistent with the company's sustainability commitments and the regulatory frameworks applicable to its concession operations. This program establishes concrete mechanisms to prevent bias in AI-driven decisions, to maintain meaningful human oversight for high-stakes outcomes — particularly those affecting public safety and infrastructure availability — to protect data privacy and cybersecurity, to restrict access to sensitive AI capabilities, to clearly label AI-generated content for all users including road users and airport passengers, to monitor model performance and correct drift over time, and to minimize the environmental footprint of AI infrastructure while leveraging AI to reduce the ecological footprint of concession operations themselves. The program further quantifies the contribution of AI tools to sustainability outcomes and builds the capacity of collaborators across all Odinsa operations to use these technologies in a responsible manner.

CHAPTER II. LIMITING ACCESS TO SENSITIVE AI CAPABILITIES

Odinsa has established a formal control framework in order to limit organizational access to sensitive AI capabilities, including biometric identification, real-time surveillance analytics, anomaly detection in critical infrastructure, and other high-risk AI functionalities.

1. Formal tool catalog with tiered classification

Odinsa's Annex OD-TI-004 (A1) establishes a formal AI tool catalog published on the corporate intranet, classified into three tiers based on the sensitivity of the information permitted in each tool:

- Green List (Pre-approved): Tools authorized for use with public data, freely available to all collaborators.
- Yellow List (Restricted): Tools requiring specific validation before use, with restrictions depending on the type of data.
- Red List (Prohibited): Tools not authorized for corporate use under any circumstance.

The currently authorized AI tools, formally reviewed on a quarterly basis, are Microsoft Copilot, OpenAI ChatGPT, Google Gemini, and Anthropic Claude. Microsoft Copilot is the tool recommended by the organization due to its native integration with the Microsoft 365 ecosystem, which ensures that the processed data operates within the corporate security perimeter and is not used to train external models.

As evidence of the effectiveness of this catalog-based access control, all AI initiatives currently deployed at Odinsa's airport concession operations at El Dorado (operated by OPAIN) run exclusively on tools included in the authorized Green List — Microsoft Copilot, Anthropic Claude, OpenAI models, and enterprise automation platforms such as UiPath — with no evidence of the use of unauthorized or prohibited AI tools in production environments.

2. Information classification matrix

Annex A1 further establishes a formal matrix that cross-references data classification (Public, Internal, Confidential, Personal Data, Secret/Reserved) with the license category of each AI tool (Free, Individual, Team, Enterprise), providing collaborators with clear guidance on what information may be processed in each authorized tool.

3. Approval and access control

New AI tools that incorporate sensitive capabilities must undergo a cybersecurity and technical risk review by the Technology team prior to adoption, initiated through the internal Emma ticketing system. Tools that do not pass this review are blocked for use in the company. AI services accessed by Odinsa collaborators are managed through a role and permissions scheme administered by the Access and Security area, ensuring that only authorized collaborators may interact with specific AI capabilities in accordance with their role and legitimate need for access.

4. Approval of high-impact AI systems

The deployment of AI systems classified as high-impact — including those processing biometric data, supporting automated decision-making with significant individual impact, or performing real-time monitoring of people — shall be subject to collegial approval by a multidisciplinary team composed of Technology, Legal, Risk, Human Management, and the impacted business area. The Technology team validates security aspects, while the multidisciplinary team validates the use case and its ethical impact.

5. Secure testing environments

For exploration and proof-of-concept activities, Odinsa provides secure Sandbox environments in which collaborators may experiment with synthetic or anonymized data without operational risk, subject to prior coordination with the Technology team. This principle is applied in practice: for example, the AI Copilot for the Microsoft Fabric data platform deployed at OPAIN applies changes on a development copy first and versions the

backup before promoting them to production, ensuring reversibility and safe experimentation.

6. Alignment with the EU AI Act on prohibited systems

The organization prohibits the deployment of AI systems that perform unauthorized biometric categorization, mass surveillance, or social scoring, in alignment with the categories of prohibited systems defined in the European Union Artificial Intelligence Act (Regulation 2024/1689).

CHAPTER III. DISTINCT LABELING OF AI-GENERATED CONTENT AND OUTCOMES OF AI-DRIVEN DECISIONS

Odinsa recognizes that transparency regarding the origin and nature of content and decisions generated with the assistance of artificial intelligence is a fundamental principle for the responsible use of this technology.

Odinsa's AI Policy establishes the commitment to implement transparency mechanisms that allow users — including collaborators, road users, and airport passengers — to clearly identify when they are interacting with content generated or influenced by AI systems, as well as the duty of collaborators to inform when a document, analysis, or communication has been prepared with significant AI assistance.

Operationally, Annex OD-TI-004 (A1) — Guidelines for the Responsible and Secure Use of AI — establishes that all content generated with AI must be reviewed and validated by the collaborator before its use or dissemination as definitive information, and that when a document, analysis, or external communication has been generated or significantly assisted by AI, the responsible collaborator must inform the relevant recipients. For meetings recorded or transcribed by AI assistants, all participants must be informed before recording begins.

For AI systems deployed in Odinsa's operational processes — such as passenger information systems in airport operations, traveler alert systems on toll roads, service notifications to concession users, and decision support tools for infrastructure management — the organization is developing design standards that incorporate visible indicators of the automated component into the user experience, in order that those who interact with the results of these systems are clear about their origin.

Odinsa undertakes to formalize, during the 2026 cycle, a labeling protocol applicable to the main AI use cases in production, which shall define specific declaration mechanisms according to the type of content and the context of use.

CHAPTER IV. MECHANISMS TO DETECT AND CORRECT DRIFT OR DEGRADATION OF AI MODELS OVER TIME

Odinsa's use of artificial intelligence includes both enterprise generative AI tools (Microsoft Copilot, ChatGPT, Gemini, Claude) formally authorized by the organization, and proprietary AI solutions developed and deployed within specific concession operations. These proprietary solutions incorporate MLOps practices proportional to their operational role.

1. Formal technical requirements for drift monitoring

Odinsa's Annex OD-TI-004 (A2): Guidelines for the Secure Development and Implementation of AI — establishes formal technical requirements applicable to any AI model developed or implemented within the organization:

- Performance thresholds must be established for AI models. Should model accuracy fall below the defined threshold (indicating Data Drift), the model must be retired or automatically retrained.
- Continuous monitoring systems must be implemented in order to detect anomalies in AI model performance after deployment, including automatic alerts when the model begins to behave unexpectedly.
- All models, decisions, and data used must be versioned and documented, with a change history that guarantees reproducibility of results and validation of decisions made with AI.
- Red Teaming exercises must be conducted periodically for proprietary generative AI models (LLMs) before their release into production.

2. Applied technical practices in production systems

Several AI systems currently in production within Odinsa's concession operations demonstrate the application of these technical requirements. The Board Meeting Minutes Agent deployed at OPAIN, based on a Retrieval-Augmented Generation (RAG) architecture, was piloted with a controlled set of documents and its accuracy was measured at 95–97% prior to wider deployment, with response times of 3–8 seconds monitored on an ongoing basis. The CifrasBot management reporting system uses a resilient pipeline architecture with retry logic (Tenacity), OAuth2 authentication with Azure AD, and a modular agent-based design that supports controlled iteration. The AI Copilot for Microsoft

Fabric versions every change in a development environment prior to production promotion, with rollback capability. These practices reflect the technical requirements defined in Annex A2 applied to the operational reality of the concessions.

3. Explainability requirement for critical models

Annex A2 requires the implementation of Explainable AI (XAI) techniques, to the extent technically possible, for models that impact critical decisions within Odinsa and its linked companies. This ensures that AI-supported decisions may be understood, audited, and validated by human reviewers. A concrete example is the Board Meeting Minutes Agent, which cites the exact source (document, page, and numeral) for each response, providing traceability for consultations related to corporate decisions, contracts, and historical records.

4. Forward commitments

As Odinsa develops or adopts additional proprietary AI models for concession-specific use cases — such as traffic optimization, predictive maintenance of road and airport infrastructure, or passenger flow analytics — the organization undertakes to fully implement the technical requirements established in Annex A2, leveraging the platforms, standards, and expertise available through the Grupo Argos AI Center of Excellence.

CHAPTER V. REGULAR ASSESSMENTS OF DEPLOYED AI MODELS FOR FAIRNESS AND BIAS

Odinsa recognizes that the systematic evaluation of AI models to detect and correct biases in their results is an essential component of a responsible AI program.

1. Formal technical requirements for bias mitigation

Odinsa's Annex OD-TI-004 (A2) establishes formal technical requirements for bias evaluation and mitigation applicable to AI models developed or implemented within the organization:

- The implementation of fairness-aware learning and debiasing techniques is recommended for models trained internally in order to reduce discriminatory impacts on results.
- All AI models must undergo periodic reviews in order to identify and mitigate biases, ensuring alignment with principles of equity, inclusion, and non-discrimination.

- In generative or natural language processing (LLM) models, the absence of harmful biases that could affect Odinsa's reputation or generate erroneous decisions must be validated.
- The use of synthetic data during training and development phases is promoted in order to reduce the risk of leakage of personal or strategic data during the software development phase.

2. Applied case: AI as a tool for bias reduction in people decisions

A concrete example of the application of AI to reduce — rather than perpetuate — bias in decisions affecting individuals is the Resume Neutralization Agent deployed at OPAIN. This AI-based solution processes candidate resumes and generates a standardized version that neutralizes personal information which could introduce bias during the selection process (such as name, age, gender, and location, among others), while preserving relevant data on experience, education, and professional trajectory. The result is a more objective and efficient selection process, in which evaluators focus on the qualifications relevant to the role rather than on personal characteristics unrelated to performance.

3. User-level controls

At the user level, Annex A1 establishes as a mandatory principle that all AI-generated content must be reviewed and validated by the collaborator before being used as definitive information. This principle applies a level of review proportional to the impact of the content, and constitutes a continuous quality control layer that materially reduces the risk of algorithmic biases being translated into organizational decisions without being detected.

4. Context and forward commitments

Odinsa's current use of AI is primarily focused on operational efficiency, traveler services, and infrastructure management. Given that these applications may indirectly affect service quality for road users and airport passengers, the organization undertakes to apply the fairness assessment requirements established in Annex A2 with particular attention to AI systems that could differentially affect user segments, geographic zones, or specific groups of stakeholders.

CHAPTER VI. INITIATIVES TO LOWER THE ECOLOGICAL FOOTPRINT OF AI DATA CENTERS AND MODELS

Odinsa recognizes that the operation of artificial intelligence systems involves a significant consumption of computational resources with associated environmental impact. The

organization addresses this responsibility through two dimensions: the environmental commitments of its infrastructure providers, and the progressive development of its own efficiency practices.

1. Cloud infrastructure provider commitments

The AI workloads accessed by Odinsa operate primarily on Microsoft Azure. Microsoft has implemented a set of environmental sustainability initiatives aimed at reducing the ecological footprint of its data center infrastructure, including the use of advanced building materials, renewable energy solutions, thermal optimization, and waste heat recovery, as detailed in the 2025 Microsoft Environmental Sustainability Report (pages 14–28).

In addition, Microsoft supports its corporate customers through its Green Software initiative, which promotes the development of more energy-efficient applications and the optimization of cloud infrastructure to reduce environmental impact from the design to the deployment of technological solutions.

The active contractual relationship between Grupo Argos companies and Microsoft Corporation supports Odinsa's access to these sustainability initiatives and commitments.

2. Measurement of the own footprint

Through the Microsoft Azure Emissions Impact Dashboard, the organization has access to reports on energy consumption and carbon emissions associated with its cloud workloads. This instrument forms the basis for progressively more active management of the environmental impact of AI infrastructure.

3. AI as an enabler of infrastructure efficiency

Beyond managing the footprint of AI infrastructure itself, Odinsa applies AI as a tool to optimize the use of existing computational resources and avoid unnecessary scaling of infrastructure. A concrete example is the AI Copilot for the Microsoft Fabric data platform deployed at OPAIN, which diagnoses and optimizes semantic models, data pipelines, and capacity consumption. This solution has enabled the organization to free platform capacity without needing to increase its subscription tier (SKU), improving performance and reliability while avoiding the environmental and financial cost of additional infrastructure.

4. Leveraging AI for the ecological footprint of concession operations

Odinsa also recognizes AI as a tool to reduce the environmental footprint of its concession operations themselves. This includes traffic flow optimization to reduce vehicle emissions and congestion on concession highways, energy management systems in airport facilities, and infrastructure lifecycle optimization to reduce material use and waste. These applications position AI not only as a technology requiring environmental management but as an enabler of Odinsa's broader sustainability objectives.

CHAPTER VII. APPEALS PROCESS FOR USERS AND AFFECTED THIRD PARTIES TO CONTEST AN AI DECISION OR OUTCOME

Odinsa has a formal channel for any collaborator, road user, airport passenger, concession partner, supplier, or affected third party to report nonconformities and to file appeals related to decisions in which an artificial intelligence system has participated.

Odinsa's Transparency Line is the official mechanism for the reception and management of these cases. This channel is operated by an independent third party, which guarantees confidentiality, impartiality, and traceability in the treatment of each case. The channel expressly prohibits any form of retaliation against anyone who submits a report and ensures an auditable process of follow-up and resolution.

Through this channel, any person may report a situation in which they consider that a decision supported by artificial intelligence has affected their rights, has produced an unfair result, or has not been properly supervised by a human being. Cases may be classified under the categories of personal data, employment relationships, or other sensitive situations. The latter category expressly covers nonconformities related to decisions supported by artificial intelligence.

Odinsa's Transparency Line is available through the following channels:

- Telephone: 018000-124333
- Web portal: <https://reporte.lineatransparencia.co/odinsa>
- Email: odinsa@lineatransparencia.com

CHAPTER VIII. QUANTIFICATION OF THE IMPACT OF AI INITIATIVES AND TOOLS ON SUSTAINABILITY OUTCOMES

Odinsa has deployed artificial intelligence and advanced analytics across its concession operations in order to contribute to measurable outcomes in operational efficiency, user experience, and safety. The following flagship initiatives — documented in Odinsa's 2025 Integrated Report and in the AI initiatives inventory of the El Dorado Airport concession (OPAIN) — illustrate this contribution across four dimensions of impact: governance and bias mitigation, financial and operational efficiency, operational management of airport concessions, and infrastructure and safety management. A complete inventory of additional initiatives is presented in the annex to this document.

A. Governance and Bias Mitigation

► Resume Neutralization Agent (OPAIN)

An AI-based solution that processes and standardizes candidate resumes, neutralizing personal information that could introduce bias during the selection process (such as name, age, gender, and location) while preserving relevant data on professional experience, education, and career trajectory. **Impact:** contributes to more objective and efficient selection processes, reduces the time required to prepare and review resumes, standardizes the information delivered to evaluators, and directly supports the organization's commitment to equity and non-discrimination in people decisions. **Area:** Talent and Culture — Selection and Hiring. **Technology:** Microsoft Copilot.

► Board Meeting Minutes Assistant (OPAIN)

An AI tool with Retrieval-Augmented Generation (RAG) technology that reads, interprets, and indexes Board of Directors and Shareholders' Assembly meeting minutes (PDF, scanned PDF, and Word documents with graphics and images) and answers natural-language queries citing the exact source (document, page, and numeral), with an integrated document viewer. **Impact:** dramatically reduces search time for information in meeting minutes and provides traceability through exact citations, offering higher reliability for reviewing decisions, contracts, and corporate history. The pilot was validated with 10 minutes documents (2007–2025), reaching 95–97% precision with response times of 3–8 seconds. **Area:** General Legal and Institutional Affairs Management (General Secretariat) / Board of Directors and Shareholders' Assembly. **Technology:** RAG on OpenAI (embeddings and GPT-4.1), ChromaDB vector database, FastAPI/Python backend, React frontend, on-premise deployment on Windows server.

B. Financial and Operational Efficiency

► **Financial Statements Translation Agent (OPAIN)**

An AI tool that receives financial statements in Word (.docx) format and generates their translation into English in an automated manner, fully preserving the document's structure and without modifying numerical values, applying a corporate dictionary (CTD) and IFRS standards through segmented processing. **Impact:** reduces dependence on external translation services with an estimated annual saving of USD 15–20 million, and improves agility, delivery times, and control over corporate terminology. Delivered and in use. **Area:** Financial Management / Financial Planning and Treasury Department — quarterly translation of financial statements for shareholders and Board of Directors. **Technology:** AI agent (LLM/GPT on authorized corporate AI engines) with segmented document processing; applies corporate dictionary (CTD) and IFRS standards; preserves structure, references, and numbering. Developed on corporate infrastructure.

► **TRM Letter Automation Bot (OPAIN)**

A robotic process automation solution for the calculation of the Representative Market Rate (TRM), the generation of the corresponding circular, and its subsequent distribution by email to airlines. **Impact:** transforms a manual and critical process into an autonomous, standardized, and traceable operation, reducing execution time from 2–4 hours to less than 15 minutes. This reduces errors, frees up to 96 hours of work per year, and guarantees timely updates in the internal system Jarvis and the sending of the circular to its recipients, including in special scenarios. **Area:** Accounting — Billing area, communication with airlines. **Technology:** UiPath Studio, UiPath Orchestrator, UiPath Assets, web automation, Microsoft Word, PDF, SMTP / institutional email.

C. Operational Management of Airport Concessions

► **CifrasBot — Management Reporting AI (OPAIN)**

An AI system that automatically generates and distributes weekly and monthly management reports on air traffic and airport operations (passengers, operations, airlines, and destinations), automatically querying the official data sources. It includes an executive summary, comparisons against budget and previous year, on-time performance, load factor, and strategic insights, with output as a PDF distributed by email. **Impact:** eliminates the manual consolidation of figures and frees person-hours; delivers management reports in a more timely, standardized, and traceable manner, improving the accuracy of information for decision-making. Currently in production, automatically sending reports. **Area:** Management reporting on airport traffic and operations (Managers and their delegates). **Technology:** modular Python application (pipeline pattern with agent orchestrator); FastAPI/uvicorn backend; narrative generation with OpenAI GPT-4o; data

queries to Microsoft Fabric (AI Data Hub) via GraphQL with OAuth2 / Azure AD authentication; retry logic with Tenacity; PDF rendering with Playwright; email delivery via Microsoft Graph API or SMTP.

► **Intelligent Sanitary Agent (OPAIN)**

An AI agent that reviews handwritten physical minutes issued by the sanitary surveillance authority at the airport, analyzes their content, and automatically identifies negative findings, structuring them in an action-plan matrix. It classifies each finding by location, evaluated aspect, and responsible area (Maintenance Services, Civil Maintenance, Electromechanical Maintenance, Airport Security, Sustainability, Operational Safety, Cargo Management, Commercial, ARFF, Operations, Technology, Projects, and BHS), using a standardized template that facilitates the management and follow-up of sanitary requirements. **Impact:** eliminates the manual transcription of findings, standardizes the management process for sanitary findings in a single follow-up matrix, improves the availability and traceability of information for responsible areas, and has contributed to obtaining favorable sanitary concepts in inspections conducted by the District Health Secretariat. During the first half of the year, 26 inspection minutes were processed (16 at Terminal 1, 6 at Terminal 2, and 4 at the Cargo Terminal) and more than 194 sanitary findings were analyzed. **Area:** Infrastructure Management / Sustainability Department — transversal enabler for all responsible areas. **Technology:** AI agent developed on Microsoft Copilot using generative AI, document processing, text analysis, and automated classification of findings; migration to Claude planned.

D. Critical Infrastructure and Passenger Safety Management

► **Electromechanical Equipment AI Assistant (OPAIN)**

A conversational AI assistant that interprets natural-language questions and queries consolidated databases on escalators, moving walkways, elevators, and boarding bridges. It provides information on failures and operational incidents, energy consumption, and scheduled shutdowns, and performs calculations and aggregations such as event counts, sum of quantities, number of elevator trips, and energy consumption over defined periods. **Impact:** centralizes and facilitates access to technical and operational information on critical airport equipment, reducing the time required to consult and consolidate data. Strengthens the tracking of failures, incidents, and scheduled shutdowns; supports the analysis of asset availability and behavior; identifies energy consumption trends; and provides timely information for maintenance planning, prioritization of interventions, and data-based decision-making. **Area:** Infrastructure Management / Electromechanical Maintenance Department; Airport Operations BMS. **Technology:** Python-based chatbot synchronized with self-trained AI; Node frontend.

► **VeriPax Passenger Validation System (El Dorado Airport)**

The VeriPax system is used at El Dorado Airport to validate boarding passes and identify passengers rapidly and securely. This type of system, involving biometric processing of individuals in a public-access infrastructure, operates under the regulatory framework applicable to airport operations in the jurisdictions where Odinsa's airport concessions are located, and is subject to the technical and ethical safeguards established in Odinsa's AI Policy and its annexes — including the requirement of human oversight, restricted access to sensitive AI capabilities, and alignment with the categories of prohibited systems defined in the EU AI Act. The deployment of this system illustrates Odinsa's commitment to leveraging advanced technology for user experience improvement while ensuring that governance mechanisms proportional to the sensitivity of the application are in place.

Ongoing measurement of impact

Odinsa undertakes to strengthen the systematic measurement and reporting of impact metrics associated with its AI initiatives during the 2026 cycle, in coordination with the Sustainability team and the concessions responsible for each deployment. Additional impact metrics — including CO₂ reductions from traffic flow optimization at road concessions, airside operational efficiency at Mariscal Sucre International Airport, and incident response times improved through AI-powered analytics at Malla Vial del Meta — are being consolidated with each concession for future reporting cycles.

CHAPTER IX. TRAINING OF COLLABORATORS ON THE ETHICAL USE AND SECURITY OF AI

1. Odinsa's AI School in partnership with Universidad EIA

As documented in Odinsa's 2025 Integrated Report, the organization has implemented an in-house AI School (Escuela de Inteligencia Artificial), developed in partnership with Universidad EIA, and structured across three levels: basic, intermediate, and advanced. The purpose of this school is to build digital capabilities and harness the potential of artificial intelligence to strengthen operational efficiency and informed decision-making across the organization.

The AI School was accompanied by the design of Odinsa's AI Policy (OD-TI-004 v1) and its supporting annexes, which orient the responsible use of AI and information. Additionally,

Odinsa developed complementary training on fraud and corruption prevention with a total of 50 hours delivered.

2. AI training in road concessions

In Malla Vial del Meta, Odinsa provided artificial intelligence training to 50 collaborators, focused on optimizing workflows and freeing capacity for strategic tasks. This localized training complements the organization-wide AI School program with targeted, operational-context education.

3. Ethical dimension: questions for reflection

Odinsa's training programs on the responsible use of AI raise awareness about the individual responsibility and judgment required when interacting with AI systems. Collaborators are invited to reflect on the following questions before using AI tools:

- Am I protecting the privacy of the data I share?
- Who could be negatively affected by its possible disclosure?
- How can I replace sensitive information with generic or standard data before submitting it?
- Am I accepting the AI's answer without questioning it, or am I validating it with my own criteria?

4. From training to execution: evidence of applied capability

The effectiveness of Odinsa's AI training initiatives is evidenced in the AI portfolio deployed across the company's concessions. The AI systems currently in production at the El Dorado Airport concession (OPAIN) were developed by internal teams using the authorized corporate AI tools (Microsoft Copilot, Anthropic Claude, OpenAI models), several of them with the explicit support of Claude as a generative AI development assistant. This portfolio illustrates the practical translation of formal training into applied capability by collaborators across multiple functional areas — legal, financial, operational, and technology.

ANNEX. COMPLETE INVENTORY OF AI INITIATIVES AT OPAIN

The following additional AI initiatives are deployed at the El Dorado Airport concession (OPAIN) and complement the flagship cases described in Chapter VIII of this program. Together with the flagship cases, they conform a portfolio of AI applications spanning operational, financial, commercial, and infrastructure management functions of the concession.

► **Internal Knowledge Chatbot**

Description: Internal conversational assistant based on artificial intelligence, designed to answer frequently asked questions from collaborators using knowledge bases from different areas of the company. It resolves questions related to supplies and purchasing, contracting, compensation and benefits, document management, employee benefits, legal matters, and financial queries.

Area: Supplies and Purchasing; Talent and Culture — Compensation and Benefits; Legal; Financial.

Technology: n8n Cloud, OpenAI API, generative AI, and integration with corporate knowledge bases.

► **AI Copilot for the Data Platform (Microsoft Fabric / Power BI)**

Description: Work environment in which an AI agent connects directly to OPAIN's Fabric tenant through MCP servers and REST APIs, and diagnoses, documents, and optimizes semantic models, data pipelines, capacity consumption, and storage. The agent reads the platform's actual state (DAX measures, relationships, Delta tables, consumed CU), proposes changes, applies them to a development copy, and leaves the backup versioned for rollback. Turns diagnostics and optimizations that used to take days of manual work into hours, frees platform capacity without needing to increase the SKU, and improves the performance and reliability of dashboards and data pipelines.

Area: Human Management and Technology Department / Data Head. Transversal enabler across the company.

Technology: Claude Code (Anthropic) on VS Code; MCP (Model Context Protocol); Microsoft Fabric REST API; Azure CLI and Fabric CLI; Microsoft Entra ID; TMDL/TOM and DAX; PySpark and Delta Lake; T-SQL on Fabric Warehouse; Python; Git.

► **Contract Amendment (Otrosí) Generation Agent**

Description: AI-based agent that supports the automatic generation of contractual amendments (otrosíes) based on the review and analysis of contract history and associated documentation. The solution consolidates the relevant information and facilitates the drafting of the new document, significantly reducing the manual review required by the legal team. Reduces up to 77% of the operational load in the process of clause validation for otrosí drafting.

Area: Legal — Contract Management and drafting of amendments.

Technology: Claude AI.

► **Space Tenant Sales Consolidation Bot**

Description: Robotic process automation designed to automatically receive, transform, and consolidate sales information reported by the different brands and space tenants of the airport. The solution processes files with different structures and formats and unifies them in a centralized database for analysis and commercial management. Automates activities that previously took approximately 80 hours per month, improves the timeliness and standardization of data, and allows the commercial team to focus more time on strategy definition, brand support, and revenue growth actions.

Area: Commercial — Sales Management, brand performance analysis, and commercial strategy.

Technology: UiPath, Robotic Process Automation (RPA), file automation, and consolidation of information in databases.

► **Fixed Assets Working Paper Automation**

Description: Reconstruction of the fixed-assets working paper, developed with Claude support, that replaces a historical manual file with a single, parameterized tool with automatic reconciliation controls. Consolidates the information in a single asset base, applies a uniform depreciation calculation rule, generates automatic consolidations, and executes the monthly close from a guided menu with macros. Improves efficiency, control, and reliability of the accounting and tax process for fixed assets.

Area: Accounting and Taxes — Fixed Assets process and monthly close.

Technology: Microsoft Excel, VBA macros, development assisted with Claude (generative AI).

► **Expense Reconciliation Automation**

Description: Redesign of the monthly expense reconciliation workbook between the trust company data and JD Edwards, developed with Claude support. Replaces a workbook that was rebuilt manually every month with a parameterized tool: two accumulated bases for the year, a single dynamic-array formula engine, period and business criteria governed from a parameters sheet, macro execution, and reconciliation control blocks in each result sheet. Moves the reconciliation from identifying total differences by account (208 accounts) to identifying the specific documents that cause each difference; the full recalculation of over 200,000 movement rows runs with a single macro execution.

Area: Accounting and Taxes — Monthly expense close: trust vs. JD Edwards reconciliation, difference analysis, and generation of the replicas journal entry.

Technology: Microsoft Excel, VBA macros, development assisted with Claude (generative AI).

► **Silvia — Silvicultural Management Intelligent Assistant**

Description: Intelligent assistant designed to technically support the team in charge of supervising, monitoring, and administering the silviculture contract for El Dorado International Airport. Its main function is to facilitate access to official contract information and its annexes, contained in OPAIN documentation, allowing quick, precise, and verifiable answers. Aims to reduce the search time for information, facilitate consultation of technical documents, support contract supervision, and preserve accumulated institutional knowledge.

Area: Infrastructure Management / Civil Department / General Services / Interaseo Silviculture (contractor). Transversal support to all areas requiring information on the silvicultural activity.

Technology: Microsoft Excel, Word, procedures, manuals, text analysis; requires Claude or similar AI to build a specialized virtual agent.