

Integrated Management System Policy

assecO
CENTRAL EUROPE



AssecO Central Europe, a.s. is one of the most important providers of complex solutions and services in the technology area in the Slovak Republic and the Czech Republic.

The integrated management system, including quality management systems, service management, information security, business continuity and environment, presents a symbol of credibility and stability to customers, interested parties and company employees. It provides a system approach for the implementation and delivery of solutions and services and prevents the occurrence of accidental disagreements, loss of confidentiality, integrity and availability of classified information to society and environmental damage.

The management of the company supports all available means to fulfil the integrated management system policy while accepting the following commitments:

- Improve continuously the processes of the company's further development in an effort to increase customer's satisfaction so that all processes are carried out efficiently, with a minimum potential negative impact on the environment, in accordance with the applicable legislative requirements, the requirements of the public authorities and relevant stakeholders.
- Promote staff training and raise awareness. The Integrated management system policy can be implemented only in the active engagement of all employees and therefore the company pays close attention to the development of employees, promotes, and ensures their professional growth and awareness in the areas such as quality, information security and environmental protection.
- Create and maintain mutually advantageous relationships with suppliers based on trust, correctness, high quality of services provided and environmental care.
- Ensure environmental protection and compliance with legal and other requirements by preserving the philosophy of "being responsible for the environment", preventing waste generation and saving natural resources.
- Permanently protect all information assets and personal data in the internal environment and cloud from external and internal threats, misuse, disclosure, or destruction in accordance with legislative requirements and internationally recognised information security standards.
- Laid down the rules and principles for the provision of services by a contract containing the agreed parameters of the level of services provided (SLA).
- Provide a high level of security for all our customers and partners by operating, controlling, maintaining and continually improving all information security areas in the context of business activities and risks Company.

- Define a procedure for managing and evaluating the risks of services (identifying acceptable levels and accepting the risks of services).
- Ensure sustainable continuity of the company's activities as a stable guarantee of supply for our customers.
- Adopt annually by the objectives and measures to improve and improve the effectiveness of integrated management system. At scheduled intervals, service management reviews are carried out to ensure their constant suitability, adequacy, and efficiency.
- Improve the integrated management system by increasing its efficiency and maintaining the system in accordance with the requirements of ISO 9001, ISO 10006, ISO 14001, ISO/IEC 20000-1, ISO 22301, ISO/IEC 25000, ISO/IEC 27001 and ISO/IEC 27018 and relevant legal and other requirements.
- The management of the Company provides adequate resources for the planning, implementation, monitoring, review and improvement of service delivery and management. The company ensures that the customer's requirements are set correctly and is committed to meet them, in an effort to increase customers satisfaction.
- In the company's environment, the rules, and principles for the provision of services arising from basic documents binding on all business units of the company, extended to the requirements of ISO/IEC 20000-1 and other relevant standards, as well as the requirements of the applicable legislation of the Slovak Republic and of the Czech Republic and the contractual requirements, in particular by customers, are implemented.

All employees of the company and other persons working in the provision of services are required to comply with the rules and principles laid down. Their failure to comply constitutes a breach of the work discipline or contractual agreements with the relevant consequences.

2023. 10. 01.

Jozef Klein
CEO and Chairman of the Board