

Integrated Management System Policy

Naissus tehnologije DOO is committed to implementing and improving the **quality management system and information security management system** to protect the information and assets of Naissus tehnologije DOO, in accordance with the principles and requirements of **ISO 9001:2015 and ISO/IEC 27001:2022** standards, which includes:

I. Service Quality and Customer Satisfaction

- Commitment to meeting applicable requirements related to information quality and security;
- Continuous improvement of service quality to secure meeting and exceeding client expectations;
- Defining and managing processes that enhance customer satisfaction;
- Developing partnerships with clients, suppliers, and interested parties;
- Building trust and reputation among clients and all interested parties;
- Data-driven decision-making based on collected and analyzed service-related information.

II. Employee Development and Training

- Continuous modernization of equipment, along with training and education for all employees, to enhance the quality of knowledge, skills, competencies, and expertise;
- Information security training for all employees and interested parties to ensure data protection within the organization and in relation to clients.

III. Information Security

- Protecting information from unauthorized access while ensuring availability to authorized users.
 - Ensuring information integrity by preventing unauthorized modifications.
 - Maintaining confidentiality and preventing disclosure of information to unauthorized persons.
 - Assessing and managing risks to information security and IT resources to mitigate potential threats
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IV. Legal Compliance and Responsibility

- Compliance with applicable laws and regulations relevant to Naissus tehnologije DOO;
- Achieving defined quality and information security objectives.

Niš,

May 19, 2025

CEO

Đorđe Mitić