

Integrated Management System Policy

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Naissus technologies LLC is committed to implementing and improving the **quality management system and information security management system** to protect the information and assets of the Employer, 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;

IV. Legal Compliance and Responsibility

- Compliance with applicable laws and regulations relevant to the Employer;
- Achieving defined quality and information security objectives.

Climate Change

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In accordance with the laws and regulations in force in Serbia regarding climate change, the Employer's activities and processes are **not classified as operators of installations** that result in greenhouse gas emissions.

The Employer continuously monitors and enhances its expertise by keeping pace with the development of new software technologies, in order to remain ready to meet any challenge and offer clients the best solutions.

Niš,

CEO

June 23, 2025

Đorđe Mitić