



## INTEGRATED MANAGEMENT SYSTEM POLICY

1. **QBSW, a.s.** in Bratislava and **QBSW CZECH, s.r.o.** in Prague (hereafter referred as **QBSW**) provides complex activities in the field of **analysis, design, development, supply, expansion, maintenance and integration of information systems and their parts based on customer requirements.**
2. **Customer** care and faultless product and service delivery is **QBSW's** primary goal. In order to achieve this goal, the company and its employees follow these principles: decision-making independence, **customer** care from an objective position, coordination and efficient choice of high-quality suppliers of products and services, highly skilled workers, flexibility, planned success.
3. **QBSW** is committed to meet the requirements and recommendations of the current standard for ISO 9001, ISO 20000-1, ISO 27001, ISO 14001, and ISO 10006.
4. Quality and security is not a steady state at **QBSW** but the process of meeting requirements, continuous evaluation and improvement of the efficiency of the integrated management system according to international standards.
5. **QBSW** management reviews the integrated management system on annual basis, including its objectives, to ensure its continued adequacy, suitability and effectiveness.
6. Understanding the needs, expectations and requirements of interested parties with the focus on **customers** are a motive for continual improvement of the practices and methods applied at **QBSW.**
7. **QBSW** is committed to provide its **clients** the required product and services. Customer trust that is needed for this can exist and improve only when **QBSW's** products and services have the highest degree of respectability, reliability, credibility, and professionalism.
8. The company is committed to meet the requirements of the integrated management system and continuously improve its adequacy and effectiveness.
9. All **QBSW** mechanisms are implemented to ensure maximum possible protection of trade secrets, environmental protection, confidentiality, integrity and availability of information assets of the company, taking into account the business, legislative, regulatory, security and environmental obligations of the company.
10. **QBSW** is a company with a stable background. It employs highly qualified, experienced experts and specialists. The system of continual education guarantees a high level of knowledge necessary to solve both standard and specific problems.
11. **QBSW** and its management are aware that the use of information and communication tools for the company's activities brings with it risks that need to be constantly monitored, evaluated and adjusted through effective management arrangements when needed.
12. As part of the company environment management policy, **QBSW** management has committed itself to protecting the environment against environmental damage and deterioration as a possible result of the organization's activities, products and services.

In Bratislava, 1<sup>st</sup> August 2017

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Chief Executive Officer and Chairman of the Board