

INTEGRATED MANAGEMENT SYSTEM POLICY



QBSW, a.s. in Bratislava, as well as the Slovak branches 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.**

- 1 **QBSW** is committed establish and continuously improve the **integrated management system (IMS)** based on the requirements and recommendations of the current standard for ISO 9001, ISO 20000-1, ISO 27001 and ISO 14001.
- 2 Compliance with the requirements of the standards above is not a constant state for **QBSW**, but a process for their constant fulfillment, as well as continuous evaluation and improvement of IMS performance.
- 3 **QBSW** management reviews the integrated management system on annual basis, including its objectives, to ensure its continued adequacy, suitability and effectiveness.
- 4 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: professionalism, flexibility, customer care, efficient choice of high-quality suppliers of products and services, independence in decision-making and planned success.
- 5 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**.
- 6 **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.
- 7 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.
- 8 **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.
- 9 **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.
- 10 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.

A handwritten signature in blue ink, appearing to read 'M. Hrnko'.

ING. **MARTIN HRNKO**, MBA
CHIEF EXECUTIVE OFFICER AND CHAIRMAN OF THE BOARD