

INTEGRATED MANAGEMENT SYSTEM POLICY

Having in mind mission, vision and development strategy of the company, as well as its organizational structure, the executive board of the company TeleGroup has opted for an integrated policy of quality, environment protection, safety and health at work and information security and protection. This policy applies to all companies, branches and representative offices belonging to TeleGroup system.

Quality Policy

- Recognizing and meeting the expressed and unexpressed user needs through the implementation of the best solutions for each user individually;
- Development of mutually beneficial relations with all stakeholders of the company (customers, suppliers, government sector, media, wider community, etc.);
- Providing timely and complete post-sales support;
- Problems and detected errors are considered as chances for innovation and improving the business processes of the company;
- Continuous improvement of the effectiveness and efficiency of IMS;
- Continuous investment in human resources through internal and external training;
- Periodic investment in equipment and information system in order to maintain a modern technological level of equipment and communication;
- Expanding the range of products and services in order to improve the quality of the offer;
- Meeting the needs and expectations of employees using the motivational mechanisms, to do their utmost in providing the expected quality of products and services to end users;

Environmental policy

- **Prevention of pollution of the environment by establishing, documenting, implementing and continually improving of environmental management system in accordance with the requirements of valid version of ISO 14001 and relevant laws and regulations;**
- **Effectiveness of an environmental protection system and commitment at all levels and functions of TeleGroup system, is achieved through the establishment and implementation of the following:**
 - Performing activities in accordance with relevant laws, regulations and other requirements on environmental protection;
 - Continuous education and encouraging employees to act preventively and constantly improve the system;
 - Taking appropriate measures in order to preserve the land on which construction work is done and education and encouraging sub-contractors to take preventive action and continuous improvement;
 - Saving resources and energy, reduce the use of harmful substances and production of hazardous waste;
 - Providing the framework for reviewing the general and specific objectives of environmental protection;
 - Consideration of the opinions and suggestions of all stakeholders and taking appropriate measures to improve the protection of the environment;
 - Informing business partners and other stakeholders about our own commitment to environmental protection;

Health and safety at work policy

- **Safety and health at work in the company TeleGroup is improved in a systematic way, through:**
 - Monitoring and enforcement of local regulations related to safety and health at work;
 - Regular setting of goals, programs and performance measurement systems;
 - Application of international OHSAS standards for safety and health at work;
- **For realization of safety and health at work following is established:**
 - Risk Assessment at the workplace;
 - Measures and instructions for safe work;
 - Taking regular measures to preserve the health of employees;
 - Training for the prevention and minimization of possible incidents.

Information security and protection policy

The Executive Board of the company TeleGroup has defined privacy and information security in order to protect confidential company, customers, employees and other stakeholders information, as well as the continuous availability of IT resources in carrying out business activities.

- **Establish specific targets**

This policy provides a framework for establishing specific objectives of information security of company TeleGroup and its business partners, protection of IT resources and ensuring the continuity of business processes in the event of adverse threats during operation.

- **Confidential information care**

To verify the trust of our clients, through the definition of business solutions, professional project management and technical support presence, we care about the protection of clients confidential information and documents and the company itself in our business processes.

- **Protecting IT resources**

TeleGroup pays special attention to the protection of its IT resources, to achieve the highest level of security confidentiality, integrity and availability of information.

- **Risk review**

To ensure confidentiality, integrity and continuous availability of information, a team for information security of TeleGroup assessed and is continuously reviewing risk assessment to the security of information, in accordance with the requirements of valid version of ISO 27001.

- **IT property use**

The employees, subcontractors and other collaborators of the company TeleGroup use IT property for legitimate business purposes, ensuring the confidentiality of information, the inviolability (integrity) and the availability of property.

- **The effectiveness through the achievement of objectives**

An effective system of information security is achieved through the goals of information security systems, which include: implementation of security guidelines, review of security risks, the implementation of control measures to reduce security risks, analysis of potential security incidents, application of advanced technologies and the development of knowledge in the field of information security.

- **Partnership with major vendors**

Cherishing partnerships with leading ICT vendors, we offer proven and reliable solutions to protect information from our partners and end users of information and communication technologies.

- **Compliance with laws and regulations**

TeleGroup conducts its business activities with integrity and compliance with applicable laws and regulations related to the operation of the company, in particular to respect the rules of professional secrecy, copyright and licensing rights of software producers, as well as confidential personal information.

Policy of providing IT services

Telegroup is a company that provides high quality ICT services to companies operating in the territory of Serbia, BiH, Bulgaria, Montenegro, Macedonia, the Middle East, Africa, etc.

Providing high-quality services and meeting customer expectations while preserving profitability, are the main tasks of employees across the company. The TeleGroup Executive Board has set up a policy to manage IT services, providing a framework for delivering service levels in accordance with agreed requirements and the desired internal process performance.

In order to ensure quality in all service management processes, TeleGroup has implemented a service management system based on the valid version of international standard ISO/IEC 20000-1.

We achieve the required level of performance in the provision of services through:

- Careful planning of IT services capacity
- providing a budget for the resources necessary to achieve the planned capacity of IT services
- ensuring competencies according to requirements, to provide IT services from the vendor's vendor.
- Efficient management of all changes through the application of standard methods and procedures
- contractual availability of technical support to manage service requests and incidents
- research the cause of the problem, their removal and recording, to create learning organization
- Monitoring and reporting on performance and resource use;

Commitment to achieving the agreed results, continuous improvement and improvement in the provision of IT services, are the backbone of the maintenance and future development of the company in the management of IT services.

Business continuity policy

In situations where it is necessary, Telegroup d.o.o. must react quickly, methodically and successfully when faced with unforeseen interruptions, to ensure that all valuable aspects of business are protected.

To ensure that services are provided with a minimum interruption, the main business risks that endanger the continuity of services will be identified, and appropriate prevention measures and rapid recovery strategies will be developed, implemented and maintained.

Business Continuity Goals:

The goals of this policy are to:

- Identify and control the risks of critical processes in order to protect employees, reputation of the firm and the wider community, and provide a quick response to re-establish services when their interruption occurs
- Provide a framework and strategy for identifying and assessing potential and actual risks that threaten the processes of work and the provision of services
- Provide procedures for staff to reduce or prevent exposure to risks
- Protect and maintain the resources used to provide services
- Check that the Business Continuity Plan (BCP) has been developed, implemented, regularly tested and updated as needed
- Regularly review and update the planned strategies for the continuity of critical business processes and services
- Enable readiness, responsiveness and recovery of activities in the event of disasters or serious unforeseen events.

The leaders of all teams are required that this policy, related plans and procedures are effectively applied in all areas of activity.

Energy Management Policy

Telegroup d.o.o. Belgrade and its employees behave responsibly towards energy consumption and preservation of natural resources.

In our business, fuel and electricity are used daily. For the competitiveness of the company and lower operating costs, energy consumption is a significant element in business.

The availability of information on energy consumption is the basis for improving the energy efficiency achieved by setting clear and measurable goals for energy savings and the procurement of energy efficient assets and services.

The policy of efficient use of the energy is applied to all our objects and processes, including the use of vehicles and machines.

The management of the company is defined for respecting and applying regulations and other requirements in the field of energy efficiency.

All Telegroup employees are expected to consciously and rationally consume energy.

Anti-Bribery and Corruption Management Policy

TeleGroup requires continuous strengthening of its competitiveness, expansion of portfolios, and preservation of existing and increasing number of new customers, EXCLUSIVELY by increasing their satisfaction with the quality and conditions of sale of offered or placed products and services, with the continuous improvement of ABMS (Anti-Bribery Management System).

TeleGroup is committed to the highest legal, ethical and moral standards, established by the Code of Business Ethics and Behavior. This Anti-Corruption Policy describes in detail the principles established by the Code and aims to ensure that all applicable laws concerning bribery and corruption are respected.

The policy should allow employees to identify potential problem areas, avoid prohibited behavior, and immediately seek guidance when necessary in order to protect TeleGroup and its employees from legal consequences and distorting of reputation resulting from offenses related to bribery and corruption.

TeleGroup does not tolerate any form of bribery. All employees and all those who act on behalf of TeleGroup are strictly prohibited to offer, pay, seek or receive bribes.

External and internal bribery risks will be regularly and systematically assessed and adequate risk-based procedures will be implemented aiming to prevent bribery, including those designed to provide the following:

- Establish financial and commercial controls to reduce the risk of corrupt payments, including the maintenance of complete and accurate books and records
- To provide training to all relevant employees and other key stakeholders in accordance with their activities and related risks
- Our business partners, customers, suppliers and subcontractors (including sales representatives, business consultants and brokers, distributors, lobbyists and other partners working on our behalf to assist in the provision, preparation or conduct of bidding for new contracts or extension existing contracts) operate in accordance with applicable local and international anti-bribery and corruption laws
- this policy and guidelines are communicated to all relevant employees / business partners

All employees and sub-contractors co-operating with TeleGroup are obliged to adhere to TeleGroup IMS Policy in daily work and thereby contribute to the achievement of quality objectives derived from it.

Approved by: Milan Stefanović, director

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