

## **INFORMATION QUALITY AND SECURITY POLICY**

In order to improve business and provide better service to our clients, M&I Systems Co. has integrated the information quality and security system.

The integrated management system is based on the principles of focus and dedication to clients, security, confidentiality, integrity, and availability of the complete material and electronic information assets of the company and service users, orientation to processes, system approach to management, orientation to customers as well as ensuring continuity and continuous improvement.

The policy applies to all business processes related to documents and information where information technologies are used.

In order to achieve our goals, we pay special attention to the following elements:

### **RESPONSIBILITY TOWARDS CUSTOMERS**

Recognizing the quality of the work and business processes as the most significant factor of competitiveness and success in the market, constantly and fully meeting the requirements of customers/users, the M&I Systems Organization strives to ensure their trust and satisfaction through high-quality development of new and improvement of existing products and services and constant quality upgrade in all phases of work and business processes.

### **RESPONSIBILITY TOWARDS THE COMPANY**

Through active planning and efficient use of available human and material resources, aimed at constant improvement of quality, the M&I Systems Organization strives to maintain the achieved, competitive level of quality, with minimal costs of business and work processes.

The M&I Systems Organization adopted an integrated system policy based on the following core principles:

1. Quality, for all employees, is a binding responsibility for the constant fulfillment of customer/user requirements and all quality requirements in the first place by:
  - own work and business processes;
  - suppliers;
2. The integrated system management system is primarily aimed at:
  - constant identification of deficiencies in work and business processes and their elimination,
  - the participation of all employees, and
  - constant innovation of the work and business processes in the workplaces of all employees;
3. Criteria of the integrated management system:
  - efficient and effective work,
  - full competence and responsibility of all employees for the processes in which they work,
  - timely and quality performance of activities by all employees;
4. Company quality criteria are:
  - minimal costs of non-compliance in work and business processes,
  - the maximum and innovative quality of all phases of the work and business process,
  - complete documentation of work and business processes, and
  - productivity, economy, rationality, and quality at a competitive level.

## RESPONSIBILITY TOWARDS EMPLOYEES

In the implementation of the quality policy, in addition to achieving partnerships with customers and suppliers, care for the survival and development of the company, and obligations towards the wider environment, the M&I Systems Organization has a special responsibility towards employees - to ensure the motivation and satisfaction of employees and the constant professional development of employees.

## BUSINESS CONTINUITY

The Organization realizes that the security of information is of the utmost importance to ensuring the continuity of its business, achieved through the prevention and monitoring of possible incidents that may threaten the security of information and produce a negative impact on the execution of business processes. The information security management system is an integral part of the business policy, with all activities on its establishment, maintenance, and continuous improvement harmonized with the relevant legal regulations.

## PROTECTION OF INFORMATION AND INTELLECTUAL PROPERTY

The Organization establishes an integrated system policy to protect information and intellectual property from possible external, intentional, or unintentional threats.

In terms of ensuring information security, all the foundations for reliable assurance of information integrity are laid to secure the existing information systems, information, and other data and protect them from unauthorized access and use. All reliable, protected, and efficient approaches to the availability of all information necessary for business processes are in place.

The integrated management system is approached with awareness of the importance and significance of the impact of information security on business partners.

The management gives full support to the implementation of the integrated management system policy, obliging employees to participate in the implementation actively and raising the level of information security.

The policy of the integrated management system is available on the internal portal and in a prominent place in the organization. It is communicated to all interested parties. The policy of the integrated management system is mandatory for all employees.

M&I Systems, Co. takes care of business in the legal framework relevant to our operations. A law firm that provides information and legal advice is available to all employees. M&I Systems, Co. pays special attention to relations with special interest groups. The organization is a member of the ICT cluster, the Chamber of Commerce of Vojvodina, and the Serbian Association of Managers.

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