

## MANAGEMENT POLICY

The Management of the Company, represented by the Board of Directors and acting through the CEO, formally declares its **MANAGEMENT POLICY**, which is publicized and maintained in order to be understood and applied at all levels within Information Services JSC.

The Management Policy is aimed at developing, implementing, maintaining and improving modern information systems through the company's branch network on the territory of the Republic of Bulgaria, meeting the requirements of our customers and partners on the most mutually beneficial terms and in order to protect the information security of both customers and partners and the company in accordance with the Bulgarian laws and to meet the requirements for services that add value for both customers and the company.

For the effective implementation of the Management Policy, the Management defines the following main **quality management objectives**:

- Information Services JSC shall maintain its leading position as a company in the field of supply, installation and maintenance of information systems of national importance, through technical and software tools, development of application software and staff training, in accordance with the current regulatory requirements.
- The Company shall, as a National Systems Integrator, contribute to the development of e-governance in Bulgaria.
- The Company shall maintain a consistent level of quality (including timely delivery) of:
  - application software developed in accordance with client's requirements;
  - installation and maintenance of software and hardware;
  - complex servicing of corporate clients in the field of information technologies;
  - local and remote networks;
  - training of IT professionals;
  - subscription and post-warranty service of computer and communication equipment and peripherals;
  - project management for information systems of national importance;
  - consultancy services in the field of software and information technology;
  - development and maintenance of information and communication security systems.
- Efficient use of material, human and financial resources, according to the needs of customers and stakeholders.
- Continuous improvement of the company's core processes by maintaining and implementing state-of-the-art technological solutions in the areas of computing, software and communications.
- Enhancing staff skills and motivation to work efficiently and internally for continuous and measurable performance improvements.
- In implementation of this Management Policy, the Management has established the following key **information security management objectives**:
  - Ensuring the confidentiality, integrity and full access to all physical and electronic information assets, both of the Company and of the customers and stakeholders provided to Information Services JSC in the course of performing contractual obligations, by implementing and maintaining adequate organizational and technical measures for their protection based on risk analysis;
  - Establishing and implementing clearly defined and documented risk assessment criteria that meet the requirements of BDS ISO/IEC 27001:2017, BDS EN 31010:2019, BDS ISO 31000:2018, as

well as the applicable regulatory and contractual obligations and the Company's strategic interests.

- Periodic review and updating of IS protection measures following objective and competent systematic evaluation and reassessment of their effectiveness;
  - Identification of emerging threats to information assets and timely implementation of adequate protection mechanisms and controls;
  - Planning and taking appropriate actions to ensure the continuity of the Company's business by maintaining and testing up-to-date contingency plans;
  - Carrying out adequate verification and investigation of identified and suspected breaches in the security of the Company's information. The scope of this Policy includes information owned by the Company and its customers in any form or shape, on paper, digital, video or audio media; the Company's information systems that process and store data, the communication systems that transmit data and all services provided by Information Services JSC. The Management of Information Services JSC wishes to demonstrate its ability to develop, transfer, deliver and improve services, for which it sets **IT service management milestones**:
  - The Management of the Company strives to increase the qualification of the employees with regard to information security. The Management is committed to helping each member of the team to become aware of their responsibility and contribution to ensuring information security by providing appropriate general and specific training in line with their position and responsibilities.
  - The Management of Information Services JSC defines information security management as a mechanism to ensure the full flow and continuity of processes, enhance the company's competitiveness and protect business interests by preventing or minimising the impact of potential security incidents.
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- The IT services provided by the Company shall differ from those of competing companies;
  - The Company shall, in the provision of services, follow the latest and best practices in IT service management;
  - The Company shall effectively manage, measure and improve IT service management processes;
  - The Company shall ensure transparency of IT services vis-à-vis customers;
  - The Company shall endeavour to increase internal and external customer satisfaction with IT services used;
  - The Company shall increase sales opportunities by achieving compliance with BDS ISO/IEC 20000-1:2018 as a business requirement. This Policy applies to all persons working in and for Information Services JSC, including contractors and consultants.
  - Failure to comply with the Policy will be considered a disciplinary offence, and conduct contrary to its requirements may constitute a breach of applicable law and result in the relevant consequences provided by law. The Company's information security requirements are set out in the Information Security Policies which form an integral part of the Integrated Management System (IMS).
  - It is the responsibility of the Company's employees to ensure the effective operation of the IMS through the strict implementation of the Policy and the management objectives.

This Policy and the management objectives are subject to annual reassessment and update.

In order to meet the set objectives, the Management of Information Services JSC has developed, implemented and maintains an **Integrated Management System** compliant with **BDS EN ISO 9001:2015, BDS ISO/IEC 27001:2017 and BDS ISO/IEC 20000-1:2018**.

The Management creates conditions and exercises control for the strict compliance with the requirements of the Integrated Management System in the Company and for the active assistance of the Management and executive staff in respect of its development.

As a CEO of INFORMATION SERVICE JSC, I declare my personal involvement and responsibility for the implementation of the declared **MANAGEMENT POLICY**, ensuring the prosperity of the organization.

**IVAYLO FILIPOV**  
**CHIEF EXECUTIVE OFFICER**  
**08.06.2020**