

The management of Information Services JSC, represented by the Board of Directors and acting through the CEO, formally declares its **GOVERNANCE POLICY**, which is made public and maintained in order to be understood and applied at all levels of the company.

The Governance policy is aimed at offering high-tech solutions in the field of systems integration, including the provision of cyber security supplies and services, building and maintaining national databases and electronic registries, software products and authentication services, assembling and maintaining hardware systems, providing hardware, software and information technology consultations to meet the requirements of our customers and partners on the most mutually beneficial terms.

As a National System Integrator and designated as a National Operational Centre for Cybersecurity of the Information Environment, Information Services works to build an information society in Bulgaria by providing the public administration, people and businesses with the ability to acquire, use, protect, store and disseminate in the most efficient way the information necessary for the normal implementation of administrative, civil and business activities and services.

This Policy is intended to ensure compliance with the requirements for quality, information security, IT service delivery and anti-bribery, in accordance with the international standards ISO 9001:2015, ISO/IEC 27001:2022, ISO/IEC 20000-1:2018, ISO 37001:2016 and to ensure that all business conduct is fair and transparent, sufficiently reasonable, and that careful business judgment has been exercised.

For the effective implementation of this Governance policy, the management has set the following key **quality management objectives**:

- Information Services to maintain its leading position as a company in the field of supply, installation and maintenance of information systems of national importance, through technical and programming tools, development of application software and staff training, in accordance with the effective regulatory requirements.
- As a National System Integrator, to contribute to the building of an information society in Bulgaria.
- To maintain a constant level of quality (including timely delivery) of:
 - the developed application software in accordance with the customer's requirements;
 - the installation and maintenance of software and hardware;
 - the comprehensive IT services;
 - the local and remote networks;
 - the training of information technology professionals;
 - the subscription and post-warranty service of computer and communication equipment and peripherals;
 - the management of information systems projects of national importance;
 - the provision of consulting services in the field of software and information technology;
 - the development and maintenance of information and communication security systems.
- Efficient use of material, human and financial resources in accordance with the needs of the customers and stakeholders.
- Continuous improvement of the company's core processes through the maintenance and implementation of state-of-the-art technology solutions in the areas of computing, software and communications.
- Improving staff qualifications and motivation to work efficiently and internally for consistent and measurable performance results.

In the course of implementation of this Governance policy, the management has established the following key **objectives for information security management**:

- Ensuring the confidentiality, integrity and full access to all physical and electronic information assets, both of the Company and of customers and stakeholders, provided to Information Services in the course of fulfilling contractual obligations, by implementing and maintaining adequate organizational and technical measures to protect them based on a risk analysis;
- Establishing and implementing clearly defined and documented risk assessment criteria that meet the requirements of the international standards ISO/IEC 27001:2022, EN 31010:2010, ISO 31000:2011, as well as applicable regulatory and contractual obligations and the strategic interests of the Company.
- Periodic review and updating of IS protection measures after 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 business continuity of the company by maintaining and testing up-to-date contingency plans;
- Performing adequate verification and investigation of identified and suspected breaches in the security of the Company's information.

Information Services' management defines information security management as a mechanism to ensure the smooth running and continuity of processes, enhance the Company's competitiveness and protect business interests by preventing or minimising the impact of potential information security incidents.

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.

The management of Information Services strives to improve the qualification of employees with regard to information security. Management is committed to helping each member of the team to understand his/her responsibility and contribution to ensuring information security by providing appropriate general and specific training in accordance with his/her position and responsibilities.

Information Services management wishes to demonstrate its capability in managing the lifecycle of services including planning, design, transition, delivery and improvement, for which it sets **IT service management milestones**:

- To differentiate the IT services provided by the company from those of competing companies;
- To follow the latest and best practices in IT service management in delivering services;
- To effectively manage, measure and improve service management processes;
- To ensure transparency of IT services vis-à-vis customers;
- To increase internal and external customer satisfaction with the services used;
- To increase sales opportunities by achieving compliance with ISO/IEC 20000-1:2018 as a business requirement.

The Governance Policy provides a framework for defining, reviewing and achieving key **management objectives to combat bribery**:

- To satisfy the requirements of the international standard ISO 37001:2016 and the Integrated Management System for Quality, Information Security, IT Service Delivery and Anti-Bribery;
- To ensure compliance with international and national regulations;
- To create a culture of professional integrity, transparency, openness and compliance with applicable regulatory requirements;
- To ensure zero tolerance of any unethical business conduct;

- To enhance public trust and business relations;
- To improve reputation.

Information Services has established a Single Financial Management and Control System, which is a set of policies, procedures, internal rules and instructions systematized in accordance with the management responsibility and the elements of financial management and control in the public sector. In accordance with the regulatory requirements were approved the Rules for Preliminary Control and Application of the Double Signature System, the Rules for Management and Procurement of System Integration Activities at Information Services JSC, the Internal Rules for Procurement Cycle Management at Information Services JSC, the Rules for Tendering and Competitive Bidding and for Conclusion of Lease Agreements with Employees of Information Services JSC, the Rules for Selection of a Registered Auditor to Perform Independent Financial Audit and Certification of the Annual financial statement of Information Services JSC, the Rules for Selection of Contractor for Provision of Financial Services by Credit or Financial Institutions to Information Services JSC, the Internal Rules for Acceptance, Registration and Examination of Signals for Violations Addressed to Information Services JSC, the Code of Ethics and other internal regulations.

Strict implementation of the rules and procedures set forth and the preliminary and subsequent control of actions and decisions ensure the functioning of high level processes to support management in the performance of its functions and powers.

The Financial Management and Control System at Information Services is updated in a timely manner as a result of various factors influencing the ongoing activity - changes in the legal framework regulating the business relations, the ownership of the company, relations with tax, social security, control and statistical authorities, labour relations, occupational health and safety, fire and emergency safety, cyber security, etc.

This Policy applies to all employees of Information Services JSC, as well as to any person associated with the Company who provides services on its behalf and for its account, including subcontractors, their staff and business partners.

It is the responsibility of Information Services employees to ensure the effective functioning of the management systems implemented in the Company through the strict application of the Governance Policy.

The Governance Policy is communicated at all levels within the company and is available to all stakeholders on the Information Services website.

Non-compliance with the Governance Policy and applicable regulations by employees of the Company will be considered a disciplinary offence and, when committed by third parties - grounds for termination of employment, business and other relationships.

Information Services exercises careful judgment regarding the ethical conduct and trustworthiness of each employee or business partner and will take serious action against those who violate the Governance Policy.

The Governance Policy and the Governance Objectives are subject to annual reassessment and, if necessary, to updating.

The management of Information Services has created the necessary conditions, provides the necessary resources and exercises control for strict compliance with the requirements of the implemented management systems in line with the international standards ISO 9001:2015, ISO/IEC 27001:2022, ISO/IEC 20000-1:2018, ISO 37001:2016, the applicable regulations and is committed to direct involvement and responsibility for the implementation of the declared **GOVERNANCE POLICY**, ensuring the prosperity of the Company.

IVAYLO FILIPOV
CHIEF EXECUTIVE OFFICER
OF INFORMATION SERVICES JSC

