

# IMS POLICY

Top management of **DGT factory, a. s.** set as the company's goal its long-term, stable and professional development in the field of providing comprehensive services of software solution delivery. Its successful fulfillment is conditioned by the permanent ability to provide services that improve customer satisfaction with a simultaneous guarantee of reliability, trustworthiness and security of the related processes.

Following this goal, the following policy of the integrated management system of DGT factory, a. s. was established:

## CUSTOMER RELATIONS

Our key goal is customer satisfaction. We contribute to it by guaranteeing expertise and technical maturity, delivering services under methodologies and security standards, trustworthiness, and reliability, as well as constantly obtaining feedback and responding adequately to the need for improvement.

## EMPLOYEE RELATIONS

Employees play a vital role in fulfilling the company's goals. We create relationships based on stability and trust, a pleasant working environment, a fair individual approach and space for further professional development.

## EFFICIENCY OF PROCESSES

Achieving the set goals is possible under the assumption of effective use of the management system and its processes. We build it based on our own long-term experience, as well as based on binding requirements of international standards, which are subject to independent audits at regular intervals.

## INFORMATION SECURITY

We are aware of the importance and value of the managed information assets, so we regularly perform risk analysis and vulnerability assessment. Then we apply security arrangements to ensure information assets' confidentiality, integrity and availability. We constantly raise awareness and responsibilities in the field of information security among employees.

## LAWS AND ETHICS

When conducting business activities, we pay attention to an honest and fair approach, compliance with laws and other legislative regulations, and respect for the ethical principles of social responsibility as well.

## RELATIONSHIP TO THE ENVIRONMENT

We perceive considerate behaviour towards the environment as our duty and contribution to mitigating negative impacts on it.

## CONTINUOUS IMPROVEMENT

Development is a natural part of the environment and we see it as an opportunity for continuous process improvement, flexible response to emerging risks and opportunities, and adaptation to current conditions.

**Peter Augustinič**

Chairman of the Board

**Rastislav Císár**

Deputy Chairman of the Board