

ARICOMA Management Systems Policy

We always strive to ensure that our customers are satisfied, offering them services that benefit them and thus meet their expectations. We also strive to ensure that our relationships with our customers and partners are long-term and mutually beneficial.

Our IT service provision policy can be divided into the following basic parts, which overlap when applied and form the company's Global Integrated Management System:

- Quality Management (QMS)
- Service Management (ITSM)
- Information Security Management (ISMS)
- Environmental Management System (EMS)
- Energy Management System (EnMS)
- Occupational Health and Safety Management System (HSMS)
- Anti-Bribery Management System (ABMS)

ARICOMA's management is committed to the individual parts of the integrated system:

Quality Management System (QMS)

In the area of service quality management, a management system is applied to ensure that service provision processes are consistent, clearly defined, and easy to measure, evaluate, and modify as necessary. The quality management system is continuously reviewed and improved.

Service Management (ITSM)

Processes based on the internationally recognized ITIL recommendations, known as "best practices" in IT operations management, are applied to manage services. The goal is to offer and manage services on a platform that is standardized in terms of terminology and processes, always at the required quality and at optimal cost.

Information Security Management System (ISMS)

The security of information assets is a fundamental part of the services provided by ARICOMA and its business units to their customers. The aim is to protect information and comply with applicable information security requirements. All employees and contractors are responsible for protecting information. To ensure this, appropriate security mechanisms have been put in place to protect against intentional or unintentional alteration, destruction, loss, or disclosure, and these mechanisms are constantly monitored and improved. We ensure that access to specific information assets is secure and is provided in a controlled manner only to employees who need it to perform their work activities. Information system resources and equipment are used only for designated work purposes.

Environmental Management System (EMS)

Our goal is to ensure the company's continuous development in order to guarantee its long-term sustainability with an emphasis on environmental protection. This means that we strive to fulfill the following points of our environmental policy:

- Reduce our own consumption of resources and energy.
- Continuously monitor and evaluate environmental aspects.
- Create, implement, and maintain a system for preventing environmental pollution for existing and new processes.
- Reduce emissions.
- Continuously improve the professional competence, knowledge, and environmental awareness of all employees.

Health and Safety Management System (HSMS)

The company's management considers occupational health and safety to be an integral part of its business activities. We regularly reassess potential hazards at work in order to minimize occupational risks and accidents, and we raise employee awareness of occupational health and safety and fire protection through training. Through preventive measures, we strive to eliminate or reduce risks and factors that may contribute to occupational accidents, occupational diseases, and other health hazards, and to establish procedures for cases of immediate and serious danger to life or health.

Energy Management System (EnMS)

The organization's management supports the efficient use of energy with the aim of reducing its consumption, including monitoring individual consumption parameters and managing its activities in such a way as to comply with the legislative requirements of the EU and its member states. Within the framework of partnership dialogue with interested parties, preference is given to the purchase of energy products and services with reduced energy intensity.

Anti-corruption System Management (ABMS)

The management of the organization is committed to adhering to the highest standards of ethical conduct and actively combating corruption in all its forms, complying with applicable anti-corruption laws, promoting a culture of integrity, transparency, and accountability throughout the organization, ensuring the availability of resources for the effective functioning of the anti-corruption management system, providing training and education to employees and partners in the area of anti-corruption rules, and supporting secure and confidential channels for reporting suspected corruption, including the protection of whistleblowers.

The goal and commitment of the company's management is therefore:

- implement, maintain, review the suitability and adequacy of this management system policy
- improve the management and performance of the organization in the area of integrated management systems, including with the help of external experts
- minimize related costs such as operations, storage, and logistics
- achieve maximum customer satisfaction with the services provided
- communicate openly with all customers and respond flexibly to their needs and requirements
- continuously familiarize company employees with the purpose and principles of the management system in order to achieve their internal identification with the objectives of individual management systems, including activities to achieve them in the form of programs, action plans, and others

- create conditions for all employees to implement the company's policy and provide the company with material and human resources
- increase the professional competence of employees in all areas of their work through training
- ensure the development of effective control, evaluation of functionality, monitoring, efficiency, and development of management systems
- require a high level of quality from suppliers
- treat suppliers/partners in a friendly and fair manner, fulfill agreed obligations on time
- comply with legal regulations and other requirements related to the provision of IT Services.

This Policy is binding for all Companies within the ARICOMA Group as of the date of signature by the CEO ARICOMA.

Milan Sameš, CEO ARICOMA