

IMS Policy

Quality:

- a) Care for quality assurance, the environment and responsibility for the quality of developed and delivered products are among the priority duties of company management and in this sense management's responsibility is irreplaceable.
- b) All members of company management are primarily responsible for improving quality by organising and managing the involvement of all their subordinates towards achieving the adopted quality goals.
- c) Quality assurance and its continuous improvement is the basic duty and task of every company employee who is primarily responsible for the quality of the work they perform themselves and this responsibility may never be delegated to co-workers.
- d) Quality assurance at **SYNCHRONIX, a.s.** is based on the following principles:
 - 1) using the marketing strategy to respect market activities, to know customer groups and their requirements perfectly,
 - 2) to provide customers with the assurance that the products developed and the delivered products consistently deliver the quality required,
 - 3) increasing and deepening professional competencies at all levels of the company employees to minimise the occurrence of discrepancies in performing activities for execution and delivery of products,
 - 4) by gradually increasing the company's technical, material and organisational resources to create conditions comparable to international standards to secure the activities affecting the execution and delivery of products,
 - 5) by suitably motivating company employees to achieve adequate improvements in the IMS, to increase its performance and the resulting increase in efficiency in receiving orders.
- e) Systematic monitoring of the quality of deliveries from subcontractors and cooperating partners. To develop correct partnership-based relationships with them to ensure customer satisfaction with the delivered final product or service with a high level of quality.
- f) To use products developed and delivered with quality and an environmental outlook to strengthen the company's position on the market and prospectively increase its overall coverage of meeting the market demand.

Environment:

1. manage identified environmental aspects in the development of products and execution of services,
2. systematically improve our relationship to the environment when conducting activities and use prevention to reduce environmental pollution,
3. comply with the relevant legal requirements during development and the execution of activities, in particular those requirements related to the identified environmental aspects,
4. define a framework for the identified environmental aspects to determine the environmental goals and review their accomplishment,
5. communicate with employees and other persons working for the company about the company's integrated policy.

Information security:

1. Review the relevant requirements of all the relevant stakeholders in the area of information security and ensure conformity with them.
2. Protect the confidentiality, integrity and accessibility of information and information sources, both internal, and provided by customers and business partners from a broad range of threats with the goal of ensuring business continuity, minimising business risks and maximising the return on investments and business opportunities.
3. Define information security goals that comply with the requirements specified above and regularly monitor progress towards their accomplishment.
4. Define and develop an information security standard within the company as well as define the information security requirements for all the company's information assets.
5. Build and increase security awareness among employees and use security measures to reduce identified risks to an acceptable level.

Systems and software development:

1. Develop applications with an emphasis on delivering the required level of quality as well as taking into consideration the needs of different groups of users of the developed product.
2. Deliver the required level of quality for developed software in all its characteristics, i. e. for functionality, efficiency, compatibility, usability, reliability, security, maintainability and portability.

IT service management:

The IT service management policy and other policies defined in ISO 20000-1 requirements are part of the documented IT management processes in guideline "**OS 13 IT Service Management**".

Motto:

**“Execute and continuously improve all processes and activities so as
to achieve long-term customer satisfaction
while maintaining full compliance with all the standards, legal requirements and
regulations.”**