

IMS Policy

At SYNCHRONIX, a.s. we focus on continuous improvement of the established Integrated Management System (quality, environment, information security and management of IT services and quality in SW development). Our objective is to ensure continuous improvement and achieve high level of quality and security of delivered products and services. The ISM policy of our company focuses primarily on the following areas:

Quality:

Our main objective in the area of quality

- care for quality assurance, the environment, and responsibility for the quality of developed and delivered products are among the top-priority duties of company management, and its responsibility in this sense is irreplaceable.
- clear definition and proper understanding of our employees' responsibilities for the quality of their work and its impact on the final product and/or service – 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.
- 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.
- 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) providing customers with the assurance that the developed products and services consistently deliver the quality required,
 - 3) increasing and deepening professional competencies at all levels of company employees to minimise the occurrence of discrepancies in performing activities for the development and delivery of products and services,
 - 4) creating conditions comparable to international standards to secure the activities affecting the development and delivery of products by gradually increasing the company's technical, material and organisational resources,
 - 5) increasing ISM performance and the resulting increase in efficiency in receiving orders by suitably motivating company employees to achieve adequate improvements in the IMS.
- systematically monitor the quality of deliveries from subcontractors and cooperating partners. develop correct partnership-based relationships with them to ensure customer satisfaction with the delivered final product or service for a high level of quality.
- 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:

Our main objective in the area of environment

- follow the identified environmental aspects in the development of products and delivery of services,
- systematically improve our relationship to the environment when conducting activities and use preventive measures to reduce environmental pollution,
- comply with the relevant legal requirements during the development and delivery of our activities, in particular those requirements related to the identified environmental aspects,
- define a framework for the identified environmental aspects to determine the environmental objectives and review their accomplishment,
- communicate with employees and other persons working for the company about the company's integrated policy.

Information security:

Our main objective in the area of information and cyber security

- review the relevant requirements of all the stakeholders involved in the area of information and cyber security and ensure conformity with them.
- 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 objective of ensuring business continuity, minimising business risks and maximising the return on investments and business opportunities.
- set information and cyber security goals that comply with the requirements specified above, and regularly monitor progress towards their accomplishment.
- define and develop an information and cyber security standard within the company, as well as set the information security requirements for all the company's information assets.
- build and increase security awareness among employees, and use security measures to reduce the identified risks to an acceptable level.

Systems and software development:

Our main objective in the area of systems and software development

- develop applications with an emphasis on delivering the required level of quality, as well as taking into consideration the needs of different user groups of the developed product.
- deliver the required level of quality for the 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 the “**OS 13 IT Service Management**” guideline.

Motto:

“Implement and continuously improve all processes and activities to achieve lasting customer satisfaction, while complying with all standards, legal requirements and regulations.”

This IMS policy applies to all company employees, all business activities and to services and products provided by external suppliers.