

## Telelink Business Services Policy

Telelink Business Services EAD offers complex services in design, development, building, implementation, maintenance and monitoring of information, communication, and security systems, as well as training of the client to work with the implemented telecommunication and information solutions.

In the conditions of increasing competition, continuous development of technologies and business practices and constant increase of customer requirements, the company declares its commitment and engagement to guarantee the quality of the products provided and fulfill the requirements of the provided services in accordance with the requirements of the customers, information security and data privacy, environmental protection, health, and safety of Telelink Business Services employees.

To implement this policy, the organization is committed to the development, implementation, and maintenance of a Business Process Management System based on generally accepted and established management principles that comply with the requirements of international standards ISO 9001: 2015, ISO 14001: 2015, ISO 45001:2018, ISO / IEC 27001: 2013, ISO/IEC 27701:2019, IS / IEC 200000-1: 2018 and ISO 37001:2016.

The organization makes the following commitments that will lead to accomplishment of the objectives of this policy:

- Involvement of the management team in defining the goals, guidelines, and tasks of the Business Process Management System for guaranteeing the quality of products and services, information security, data privacy, environmental protection and health and safety of the personnel, and prevention of corruption and bribery.
- Compliance with the requirements of the Business Process Management System in the organization.
- Involvement of all employees and utilizing their full potential to accomplish the objectives of this policy and all other policies of the Company.
- Identify and implement all processes related to the quality of the products and services, their consistency, interconnections, and the implementation of a risk-based systematic approach to their management.
- Ensure and maintain the confidentiality, integrity, and accessibility of information to ensure its security, including its authenticity, accountability, inviolability, and reliability.
- Identify, implement, and manage all service delivery processes.
- Prevention of environmental pollution and minimization of exhaustible natural resources in order to continuously improve environmental performance, following the requirements of the legal and regulatory framework.
- Knowledge and strict adherence to the legal and regulatory requirements regarding the activities of the company, including prevention of corruption and bribery, ensuring health and safety at work, environmental protection.

- Applying an approach for gathering objective information and analyzing process efficiency data, customer satisfaction and stakeholder opinion, regarding planning and implementing continuous improvements.
- Building efficient and mutually beneficial relationships with identified stakeholders.
- Ensuring and maintaining appropriate work environments, equipment and work systems that are safe and do not endanger life and health.
- Provides the necessary information, instruction, training, monitoring and control.

When applying this policy, TBS is committed to meeting the requirements for continuous improvement of business process efficiency by setting realistic, relevant, and measurable goals for the company and bound by the following areas:

- Continuous expansion and improvement of the offered information and telecommunication systems and services, building tailored-made solutions with guaranteed quality and in accordance with the requirements of the clients and the applicable legal regulations.
- Providing the necessary resources to improve the quality of services.
- Achieving full relationships with clients, partners, suppliers and other stakeholders, continuous review and revision of their requirements and expectations and maintaining effective partnership during the work process.
- Providing high quality training, qualification, awareness, and motivation to each employee.
- Achieving high discipline and personal responsibility for the quality of work of each employee.
- Compliance with applicable international standard, legal and regulatory requirements and requirements of customers, partners, suppliers, and other interested parties.

Compliance with this policy and all other company policies, achievement of the defined objectives and fulfillment of the requirements of the Business Process Management System are duty and responsibility of all employees of the company, regardless of their position.

This policy provides context for formulating relevant objectives related to the Business Process Management System that demonstrate the measurability of its implementation.

This policy is monitored and reviewed periodically by the Telelink Business Services management team to ensure that the objectives are relevant and appropriate to the organization's business and corporate culture.

This policy is announced among all employees of the company so that they can become aware of their obligations and responsibilities in relation to the Business Process Management System. The policy is included in the documents part of the onboarding process of new employees. All other employees are aware of this policy or changes that have been made through the internal communication channels, the corporate web portal, company newsletters and will be published on the company website to be available to all interested parties.<sup>1</sup>

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<sup>1</sup> Please note that this policy is an extract from another document. For more information contact Telelink Business Services