

# EffectiveSoft quality and information security policy

## General provisions

The policy is a part of the information security management system (hereinafter - ISMS) documentation of EffectiveSoft and determines the priorities and principles in the development of the Company on increase of the information security level, customer satisfaction, improvement of elements of the Company's management system, taking into account the requirements of various stakeholders.

The basis for the formation and update of the IS Policy is the Context of the organization, as well as the analysis and planning of the Company's activities by the management.

A copy of the current IS Policy can also be provided to Customers at the stage of signing of bilateral agreements (contracts, etc.).

## EffectiveSoft strategy

### ISMS scope

Analysis, design, development, testing, documentation, implementation, support and maintenance of software, including the development of customer and mobile applications, corporate solutions, websites.

In carrying out of its activities, EffectiveSoft strives to:

- ensure the high quality of the services provided that meet the requirements and expectations of all stakeholders;
- form a positive image in the IT services market and ensure the sustainable development of the Company;
- carry out the activities of the Company in accordance with the key strategic goals, principles and provisions in the field of information security;
- strengthen its position as a leader among software developers, while ensuring a high level of protection of information and personal data.

To implement strategic directions in the field of information security, EffectiveSoft management assumes the following obligations:

- to carry out constant monitoring of the services market, analysis of information on the requirements of stakeholders;
- to increase the level of satisfaction of the stakeholders with the level and terms of execution of the contractual relations by the Company;
- to maintain and improve the ISMS of the Company based on the principles of information security;
- to improve the efficiency of the Company employees through the rational use of working time, improvement of the equipment at their workplaces with the necessary software, hardware and communication means;
- to provide the necessary conditions for a creative approach and increase of the responsibility of each employee for the quality of his/her work in order to maximize the satisfaction of the stakeholders' requirements and expectations;
- to constantly improve the qualification of the Company employees through specialized training and certification;
- to comply with the current requirements of the international standard ISO/IEC 27001, as well as the requirements of the legislation of the countries where the Company operates, related to provision of a high level of information security.

*EffectiveSoft Management guarantees the allocation of the necessary resources for the IS Policy implementation, as well as ensuring continuous improvement of the effectiveness and efficiency of the existing ISMS.*