

POLICY OF INTEGRATED MANAGEMENT SYSTEM

FSD Ltd. is a software company whose core business is related to development and implementation of desktop and web applications.

We provide our customers with a quality service by helping them to improve their business processes and reduce the operating costs.

The quality of our solutions is renowned for being custom-tailored, reliable as well as ensuring security of information!

The information security strategy is decisively influenced by the fact that, due to the nature of our business, we deal with a large amount of information related to our clients, who:

- » are of significant business value,
- » their inviolability, accessibility and integrity have a decisive influence on the company image on the market and business reliability.

The most important information values are our application solutions and their availability, inviolability and integrity, including client business data related to application solutions.

For the purpose of impeccable client service provision and ensuring information security:

- » We have established and implemented a complex information security system, which at the same time provides the required level of security, as well as the necessary flexibility in handling the information.
- » A system of measures is a combination of technical and organizational solutions. Therefore, we constantly monitor the development of technology, searching for possible new risks, but also the possibilities for their reduction.
- » We constantly monitor the changes in this area of legal practice in order to satisfy the stated requirements.
- » The effects and efficiency of the system are constantly monitored, evaluated and improved.

Awareness of the importance of providing the service-level agreement, information security and the importance of consistent application of the estimated measures for their protection are of particular importance; therefore, the implementation of the system is supported by a plenary check of functioning.

The biggest driving force of our company is the team of young experts who responsibly approach each task and contribute to the innovative working atmosphere with their maximum efforts.

In order to improve the quality, reliability and security of our products and services, we have established, as well as implement and continuously upgrade the management system by means of quality and security, based on the requirements of contemporary international standards ISO 9001 and ISO / IEC 27001 and ISO / IEC 20000-1.

**Our motto is that software solutions must be tailored to the needs of users,
but not the other way around!**

CEO
Branko Mitrović