

INTEGRATED MANAGEMENT SYSTEM POLICY

ENETEL SOLUTIONS is a company for software development and system integration of partner systems with many years of experience in the development, implementation and maintenance of complex turnkey software solutions.

Our company vision is, on the one hand, to develop our own software solutions that will be globally applicable and market competitive and on the other hand, to bring our clients innovative software solutions of partner companies that will improve their business.

ENETEL SOLUTIONS seeks to achieve sustainable development and expansion into new markets, satisfying the requirements, needs and expectations of clients, employees, owners and all other stakeholders.

By implementing the **ISO 9001:2015**, **ISO/IEC 27001:2013**, and **ISO/IEC 20000-1:2018** standards, centralized management and adequate responses to their requirements, their integration and maintenance of an effective and efficient integrated management system, we are working on constant improvement of our business and raising the quality of our services and the satisfaction of our clients.

The quality of our service stems from the values we carefully nurture which are reflected in our vast experience, expert team, team spirit at work, persistent work on new ideas and research of new software solutions, understanding our clients' needs, responsible and professional work and winning spirit. We are tremendously committed to continuing education of employees so as to maintain high quality in the development and implementation of the company's software solutions. We strive for innovation and research of new software solutions and we want to be recognized as such in the market.

We strive to realize all our services in keeping with the best business practices and applicable legal and other requirements defined by our clients by monitoring technical and technological trends, including the supplier in our integrated management system, continuous learning and raising the overall level of knowledge of the entire organization. To achieve all of the above, we carefully plan, provide and analyze all the necessary resources to meet the high demands for our services.

The company's mission is to lead change by introducing innovations, surpassing stakeholder expectations through sustainable and long-term growth, with active participation in the social and economic sectors, maintaining the necessary level of information security to protect confidential information of the company, users, employees, suppliers and other stakeholders, as well as the availability of information assets when performing business activities.

The vision of the company is to take a leading position in the market, which will be achieved through teamwork, continuous improvement and raising the overall competence of the organization, applying the most up-to-date technical and technological solutions. The result is the achievement of our strategic goal - a loyal client with whom we do business to our mutual satisfaction.

In order to attain continuous improvement and advancement of all aspects of our business, realization of established goals and have an effective, measurable and efficient management system, I expect full support and maximum commitment from the entire team, primarily the company's top management.

Milan Simic, CEO

Belgrade, September 29, 2020.

A handwritten signature in blue ink that reads 'Milan Simic'.