



**INTEGRATED MANAGER SYSTEM  
ISO 9001 I ISO/IEC 27001**

**IMS POLICY**

Delivered to:

1. Director
2. Management representative
3. Top management
4. Quality Manager
5. Employees
6. Other interested parties

Change number	Page	Date	Description of the change	Made	Approved
2	Sve	10.07.2024.	Integration QMS i ISMS policy	Saradnik za ISO Standarde	Director
1	Sve	21.09.2021.	Adaptation to use	Quality manager	Director

**Syncit Group doo Beograd - Novi Beograd** is a company that develops end eCommerce solutions as well as Web and Mobile Apps.

The system vision of **Syncit Group D.O.O.** is focused on maintaining and improving the quality of services and information security provided to its clients and on becoming the leading IT company recognizable by Web and Mobile Apps developed for various industries based on the client's requirements.

We are very proud of the results we have achieved, which reflect our competence, effectiveness, and efficiency. The quality of our services implies a professional and responsible relationship with our clients to meet their requests in the best possible way, as well as improving the system and work processes in the area of quality and information security.

The main goal of our company is to ensure the quality of our services, information security, and client satisfaction, i.e., the satisfaction of the consumers of our services and products.

We implement the IMS policy through:

- establishing a quality management system and information security management system by the ISO 9001 and ISO/IEC 27001 international standard
- engaging all employees in the implementation of planned activities
- establishing mutually beneficial relationships with all of our business partners
- establishing a process approach in the implementation and continuous improvement of operations
- managing the risks and opportunities related to information security

We achieve the goals in managing the integrated management system through:

- process management through constant improvement of the quality of services and information security

- striving for continuous improvement of our work processes, retention of existing clients, and acquisition of new markets
- constant investment in employee competencies and equipment to maintain and improve the technological, security, aesthetic, and educational levels
- work organization improvement that enables a rational use of resources
- constant improvement of the effectiveness and efficiency of QMS and ISMS
- consistent compliance with the law, standards, and contracts relevant to the company's work
- fulfillment of the local social community's expectations.
- protection of information from unauthorized access
- protection of information integrity from unauthorized modification
- ensuring confidentiality of information
- ensuring that information will not be disclosed to unauthorized persons

The commitment to satisfy the needs of the clients, i.e., service consumers as well as to retain existing and acquire new clients, is the main task and quality benchmark for all employees.

In this regard, expertise and continuous employee training are necessary to achieve task execution quality and information security in the organization. We carefully select our employees who, thanks to their knowledge, experience, and professionalism achieve exceptional results in the assigned tasks.

An effective system is achieved by constant application and improvement of the rules, review of the risks and opportunities, application of the control measures of risk reduction and opportunities improvement, assessment and risk management for the security of information and information resources by applying the measures from Annex A, analysis of possible incidents, application of advanced technologies, and improvement of knowledge in the field of effectiveness and efficiency.

The integrated management system provides a framework to indicate to clients, i.e., users, that our service is carried out in a defined, responsible, and timely manner and safely while respecting legal and other quality-related requirements and security information.

**DIRECTOR**  
10.07.2024.



