

## **Excerpt from the QUALITY POLICY**

The scope of this policy is defining the general trends and principles of activities in the Quality Management System (hereinafter: QMS) established according to the requirements of the current version of the ISO 9001 standard in order to, within Telekom Srbija:

- Secure the quality of services and products in accordance with the customers' requests and the applicable laws, standards and regulations,
- Secure increased customer satisfaction by an effective implementation and continuous improvement of the quality system,
- Secure the continuity of operations and
- Provide a framework for establishing and reviewing the goals of QMS.

The Quality Policy applies to all business processes of Telekom Srbija connected with services and information in their life cycle. The area of implementation includes those activities and resources which directly impact the functioning of services, as well as the activities connected with the management of quality risks, service availability and information security.

Basic policy principles:

- Quality management system is an integral part of the Integrated Management System established in Telekom Srbija and it is regularly harmonized with the requirements of the current version of the ISO 9001 standard and other standards implemented in Telekom Srbija.
- Base and model for establishing, implementing, maintaining, controlling and improving quality and service-oriented products and services.
- At the focus of QMS is continuous improvement of customer loyalty with the quality of delivered services and products, reputation and trust in the relationship with business partners and other stakeholders, with the preservation and enhancement of reliability and integrity of processed information.
- The established QMS is harmonized with the legal, regulatory and contractual requirements and the expectations of stakeholders.
- In order to achieve high quality services and their reliability we need to:
  - Timely and adequately plan all activities
  - Use resources that fulfil quality standards and good world practice
  - Conduct training programs and improve the knowledge and skills of the employees in order to achieve a competent response to the demands of the market
  - Continuously review and improve the quality of the process aimed at achieving business excellence
  - Continuously improve performances of the resources providing these services and processes
  - Select reliable suppliers and continually improve relations with such suppliers in order to achieve continuity in the provision of services and quality of work.
- In Telekom Srbija, there is good internal and external communication for the purpose of transferring knowledge, values and information.
- For every change in the processes, technologies and human resources which impacts the change of the QMS context, the company assesses the quality risk, service availability and information security.
- In the process of risk management, we make conscious decisions on risk acceptance, risk avoidance, risk reduction or risk transfer. By the reduction of risk to an acceptable level, we continuously improve the established quality.