

# CORPORATE MANAGEMENT POLICY

In order to sustain the full range of our IT and telecommunications as well as system integration services, we have implemented our Integrated Management System corresponding to the ISO 9001, ISO 14001, ISO 20000, ISO 27001, ISO 45001, as well as the ISO 22301 standards and the parent company's requirements, which we maintain and continuously develop.

## Deutsche Telekom TSI Hungary Ltd. and Deutsche Telekom ITTC Hungary Ltd. are committed to Quality Management

The quality of our services is ensured by the provision of necessary resources with high level professional knowledge, our flexibility in managing customer demands, monitoring of work performance by the management, the feedback of experiences based on complaints into the working processes and by compliance with the regulations of corporate management.

We strain after that our Corporate Management Policy is understood and accepted on all levels of the organization. At the same time we endeavor to make quality work to become our employees' natural requirement as well as initiation to achieve better quality, for which we provide all conditions, including:

- unambiguous organizational structure and distribution of duties;
- clear decision making levels assigned to the above mentioned;
- individuality and taking responsibilities in compliance with the above mentioned conditions;
- continuous professional education and training.

We secure keeping to the quality of our services by continuous monitoring and improving of our Integrated Management System.

We assure the above mentioned targets by the support of background services having modern and appropriate infrastructure, continuous improvement of our available services and establishing appropriate relations with supplier companies.

We monitor and observe all Hungarian and international legal requirements, as well as our parent company's principles related to our services.

In the course of our work, we employ subcontractors aligned behind our goals and committed to our quality policy, who are expected to deliver high standard services.

## Deutsche Telekom TSI Hungary Ltd. and Deutsche Telekom ITTC Hungary Ltd. are committed to Information Security Management

Our company gives priority to laws, other regulatory and contractual obligations arising from information security and privacy requirements and the requirements to avoid violations.

Data protection of our customers is especially important for us. We stand for to secure confidentiality, integrity and availability of our customers' data and to provide excellent service of information security management. Our aim is preventing security incidents therefore we regularly carry out risk assessments over our company's complete integrated management system and connections, in order to handle the occurrent risks in time.

For the purpose of information security, business continuity and reduction of damages caused by information security incidents our company implemented processes which control the confidentiality, integrity and the availability of information. We are continuously intent on providing high level service on the field of information security.

## Deutsche Telekom TSI Hungary Ltd. and Deutsche Telekom ITTC Hungary Ltd. - TC Core are committed to IT Service Management

We commit ourselves to provide high quality standards in IT Service Management. Our services are carried out aligned with our customers and partners, ensuring the integration of service management system. Our aim is to deliver full-scale IT services and to create value to our customers.

Our operation is performed by professional colleagues, whose expertise is ensured through regular professional education and trainings. Operations are supported by the up-to-date techniques and infrastructure. Our processes are regularly monitored, analyzed and improved.

## Deutsche Telekom TSI Hungary Ltd. and Deutsche Telekom ITTC Hungary Ltd. are committed to Business Continuity Management

The continuity of our services and service of our clients is of special importance for our customers and the company. To achieve this aim we use the Business Continuity Management System (BCMS). We have made preventive measures based on the findings of the continuous business impact analyses (BIA), feedbacks and risk analyses (RA). Apart from this we have been implementing organizational and infrastructural developments to maintain our operability without interruptions and discontinuance.

## Deutsche Telekom TSI Hungary Ltd. and Deutsche Telekom ITTC Hungary Ltd. are committed to Environmental Management

We are committed to protecting the environment, promoting sustainable development and contributing to the implementation of environmental protection in business practices, both within the company and in the environment in which we operate.

Our company is committed to avoid environmental damages and to keep risks involved in environmental impacts as low as possible. We accept social responsibility for protecting the environment, and our thoughts and actions are geared toward sustainable production in the interests of future generations. We strive to find solutions for our products and services which conserve energy and natural resources. Our procurement policy is geared to the objectives of environmental protection. These objectives also influence our behavior toward contractual parties. We set goals and programs, particularly in the areas of improvement of the working environment and Green ICT, decrease of waste production, energy consumption and paper usage.

## Deutsche Telekom TSI Hungary Ltd. and Deutsche Telekom ITTC Hungary Ltd. are committed to Occupational Health & Safety Management

We ensure the conditions of healthy and safe workplace for our employees.

For the health and safety of our employees and in order to prevent accidents and other losses, we continuously survey and assess the safety and health hazards of our activities and work places.

Based on this assessment we accomplish the necessary preventive or risk moderation measures. We believe that the conditions of employment cannot endanger the health and safety, all hazards can be kept within reasonable limits, and every work accident and occupational hazards can be prevented. We place a high emphasis on preserving our colleagues' mental and physical health, and this is why we have several health maintenance options in our benefit compensations portfolio. Based on the above we declare our commitment to creating safe working conditions in a healthy environment for each single person in our employment and ensuring health providing programs at our workplace and beyond it as well. Healthy and safe work is considered as a primary responsibility of the corporate management.



László Kónya  
Managing Director

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DEUTSCHE TELEKOM IT SOLUTIONS

