

Information Security Policy of BH Telecom JSC Sarajevo

Information Security Policy of BH Telecom JSC Sarajevo demonstrates commitment of the management and all employees to constant enhancement of security and protection of business processes and information property in compliance with the risks being identified.

The Information Security Management System (ISMS) ensures implementation of the key information security principles as follows:

- integrity – information changes can be done only by authorized representatives (their correctness and completeness must be provided),
- availability – information are available when needed (free and constant business operations must be provided),
- confidentiality - information are available only to authorized representatives (unauthorized access must be hindered).

ISMS is a managing framework enabling for BH Telecom JSC Sarajevo to respond to security requirements with respect to the following:

- timeliness (timely reaction in the case of security incidents, i.e. minimization of their effect on business continuity and reputation),
- reliability (consistent and expected system behavior and supervision of its performance),
- verifiability (establishing the framework for regular verifications of the system operations),
- responsibility (clearly defined and accepted authorizations and responsibilities within the system); and
- harmonization (system supervision and harmonization with the obligations resulting from legislation, regulatory and contractual requirements).

Implementation of the Information Security Policy, as well as other security policies, is a requirement defined in the contractual obligations during our cooperation with suppliers and in the service utilization conditions. ISMS development, supervision and enhancement in a business environment is a permanent duty of all our employees and it is meant for our users to have ultimate experience resulting from our services provision and for development of digital society in Bosnia and Herzegovina.

The Management and all employees of BH Telecom JSC Sarajevo have fully supported this Information Security Policy.

General Manager

Sedin Kahrman, MS.Tr.&Comm.

Sarajevo, October 2020