



BH TELECOM JSC SARAJEVO INFORMATION SECURITY POLICY

Information Security Policy applied in BH Telecom JSC Sarajevo points to determination of the company's management and all employees to constantly increase the level of business processes security and protection in line with the risks being identified.

The Information Security Management System (ISMS), being established in our company, enables for the key information security principles to be applied as follows:

- integrity - information changes are allowed to authorized persons only (provision of their correctness and completeness),
- availability – information are available when necessary (provision of free and on-going business process),
- confidentiality - information are available to authorized persons only (protection against unauthorized access).

ISMS is the managing framework used by BH Telecom JSC Sarajevo for addressing the security requirements with respect to the following:

- timeliness (provision of timely reaction in the case of security incidents, i.e. minimization of their effect on business continuity and reputation),
- reliability (provision of consistent and expected system behavior and follow-up of its operating results),
- verifiability (provision of framework for regular system operations verifications),
- accountability (provision of clearly defined and accepted authorizations and accountabilities within the system),
- harmonization (provision of system monitoring and harmonization with our obligations resulting from legislation, regulatory and contractual requirements).

Implementation of the Information Security Policy and other security policies, being developed in corresponding fields, is requested within the contractual obligations during cooperation with our suppliers and within our service utilization conditions.

ISMS development, follow-up and enhancement in the business environment is an on-going obligation of all our employees for the purpose of enabling for our users to have the ultimate service experience and digital society evolution in Bosnia and Herzegovina.

The Management has fully supported the following commitment of BH Telecom JSC Sarajevo:

- to consistently implement all legal and regulatory requirements in the field of cyber security in Bosnia and Herzegovina,
- to comply with the requirements and to apply the guidelines applicable in the European Union in the same field,

in order to adequately address the information security risks referring to equipment suppliers and manufacturers role, as well as the risks of dependence from our suppliers and manufacturers in the supply chain.

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

a.i. General Manager

Amel Kovačević

Sarajevo, 07 Feb., 2024