

# DECLARATION ON POLICY of Integrated Management System

GENEKO's main goal is to reach its position as one of the major European manufacturers and service providers in the field of:

- Communication devices, especially 2G/3G/4G Routers,
- Systems and products for satellite vehicle tracking and vehicle tracking services based on GPS/GLONASS and 2G/3G/4G technologies,
- Fiscal devices and sales data controllers

by its own development, production and placement.

With the implementation of ISO 9001:2015, ISO/IEC 27001:2013 and ISO/IEC 20000-1:2018 standards, centralized management and adequate responses to their requirements, their integration, and maintained effective and efficient integrated management system, we are working on continuous improvement of business and raising of our products and services quality and our customer satisfaction. We strive to realize all our products and services in accordance with best business practices and applicable legal and other requirements that our clients define, practice technical and technological trends, include the suppliers to our integrated management system, continuous learning and raising the general level of knowledge in GENEKO Company. To accomplish all this we are very carefully planning, providing and analyzing all the necessary resources to fulfill the high requirements to our products and services.

Company management policy is to sell all products and services in accordance with the top ranking ethical principles, including:

- Complete dedication to needs and expectations of each user, with implementation of solutions being in conformity with his specific requirements,

- Detailed planning of each individual business deal, monitoring of its progress and informing all interested parties,
- Correct use of most recent technologies,
- An open mind and full information transfer,
- Non-disclosure agreement with the user concerning business transactions and his privacy,
- Information protection against unauthorized access,
- Confidentiality of information,
- The integrity of information that ensures their correctness and completeness,
- Availability of information in real time,
- Respect and fulfillment of legal regulations and contractual obligations.

The quality of company products and services is based on the teams' capacities in GENEKO itself, and its associates, to satisfy the users' requirements. That is why all employees have to improve their knowledge all the time in their fields of operation and to help their colleagues to improve themselves as well.

The major risks that threaten business continuity and services providing are identified, appropriate precautions and rapid recovery strategies have been developed, implemented and maintained to ensure services providing with minimal disruption. By ensuring the confidentiality, integrity and availability of information, GENEKO made assessment and is constantly reviewing the risks and applying appropriate actions.

In order to achieve continuous improvement and improve all aspects of our business, realize successful goals and have an effective, measurable and efficient management system, I expect the full support and maximum commitment of all employees, above all GENEKO's top management.

Belgrade, November 29, 2019.

Borisav Bojkovic  
CEO & Director

