

PUBLIC

QUALITY, INFORMATION SECURITY, IT SERVICES, ENVIRONMENT, AND ANTI-BRIBERY POLICY

Approved
General Director
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S&T Mold SRL takes responsibility for providing integrated IT solutions (hardware and software), turnkey IT services, consulting, and project management while adhering to the highest standards of quality, security, and sustainability. By implementing an **Integrated Management System (IMS)**, we commit to continuously complying with and improving the requirements of **ISO 9001:2015, ISO/IEC 20000-1:2018, EN ISO/IEC 27001:2022, ISO 14001:2015, and ISO 37001:2016**, ensuring a fair, high-performing, and ethical business environment.

Core Principles:

- ✓ **Quality, Excellence, and Innovation** – We provide high-quality services tailored to market demands, using cutting-edge technologies.
- ✓ **Customer Satisfaction** – We understand our clients' needs and exceed their expectations with reliable and efficient services.
- ✓ **Information Security** – We protect the confidentiality, integrity, and availability of data through proactive measures.
- ✓ **Ethics and Compliance** – We promote a transparent, anti-bribery, and anti-fraud business environment in accordance with national and international laws.
- ✓ **Risk Management** – We identify, analyze, and mitigate operational risks to ensure business continuity.
- ✓ **Sustainability and Social Responsibility** – We adopt environmentally friendly and energy-efficient practices, minimizing our ecological impact.
- ✓ **Team Development** – We invest in employee training and development to enhance their skills and motivation.

Strategic Objectives:

- ✓ Compliance with **ISO 9001, ISO/IEC 20000-1, ISO 27001, ISO 14001, and ISO 37001** requirements to maintain a robust integrated management system.
- ✓ Maintaining **efficient business processes** aligned with international standards.
- ✓ Continuous improvement of IT services through **monitoring, evaluation, and technological innovation**.
- ✓ Adhering to **anti-bribery and anti-fraud policies**, ensuring a fair and ethical business environment.
- ✓ Optimizing **risk management** through periodic assessments and appropriate preventive measures.
- ✓ Developing an organizational culture based on ethics, responsibility, and professionalism, while maintaining a safe and **motivating work environment** that **values employee satisfaction**.
- ✓ Implementing **eco-friendly and sustainable measures** to minimize environmental impact and promote energy efficiency.
- ✓ Regular testing and updating of business continuity plans to **ensure organizational resilience**.
- ✓ Maximizing performance and achieving stable business growth through a strategy focused on **quality and innovation**.

By consistently applying this **Quality, Information Security, IT Services, Environment, and Anti-Bribery Policy**, we strengthen the trust of our clients, partners, and employees, ensuring a secure, high-performing, and sustainable business environment.