



BH Telecom JSC Sarajevo Quality Policy

The Quality Policy implemented in BH Telecom JSC Sarajevo has been grounded on the continuous increase in the quality of services being provided and processes being conducted in the company, and on provision of the high-quality services in order to achieve the most important goal and that is satisfaction of our service users.

Fully applying relevant laws and regulations we have used the up-to-date managing tools because they enable for us to have more effective, efficient and higher quality operations.

Implementing this Policy, we expect to reach the following values:

- increase in the process transparency,
- harmonization of our goals with the BH Telecom strategy and vision,
- boost of our users satisfaction,
- on-going risk management,
- increased harmonization of our operations with the best practice models,
- speed-up of the digitalization process,
- process performances management.

Our constant assignment is to develop and enhance the Integrated Management System (IMS) including as follows:

- Quality Management System (QMS),
- Enterprise Risk Management System (ERM),
- Information Security Management System (ISMS).

We find that our approach to quality and Quality Management System has been our main assignment and responsibility of all managers, and we expect from our employees to be responsible for their work quality and to initiate enhancement of their work environment.

The Management and all employees of BH Telecom JSC Sarajevo have fully supported above Quality Policy.

General Manager

Amel Kovačević

Sarajevo, April 2024