

Integrated information quality and security management system policy of Elanor a.s.

Mission

Elanor a. s. is a multinational company operating in the Czech and Slovak markets for more than a quarter of a century. During this time, it has become one of the most important companies supplying information systems for human resources management as well as one of the first companies to expand its services to include payroll outsourcing provided in another 8 countries in the CEE region.

Vision

We intend to use our many years of experience and skills to further develop the Company and become a stable, reliable, efficient and sought-after service provider and leader in the global market in information systems for human resource management (HR) and outsourcing services in the field of payroll and HR.

Our Strategy

- Customer-oriented focus and constantly increasing customer satisfaction.
- Top quality and product and service development.
- Maximum information security and personal data protection.
- Streamlining internal processes and saving costs.
- Effective management and positive motivation of company employees.
- Continuous learning, innovation and improvement.
- Employee development and engagement.
- Partnership development

Goals

In relation to our customers

- We want to be an appealing and highly sought-after provider of HR SW solutions and outsourcing services.

In relation to Company traditions

- We want to further develop the portfolio of related and expanding products and services.

In relation to Company employees

- We want to be a modern and attractive employer on a European scale.

In relation to the future

- We want to grow.

In relation to information security

- We want to ensure a high level of security of information assets and personal data.

In relation to suppliers and partners

- We want to develop strong strategic partnerships with global leaders.

In relation to shareholders

- We want to be a reliable evaluator.

The quality and security of our products and services, appreciated by our satisfied, returning customers, is a core value for Elanor a.s., and therefore, in accordance with our vision and strategy, we apply principles aimed at continuous improvement of quality management systems and information security in order to achieve maximum satisfaction and customer loyalty.

To achieve the goal, the Company will primarily:

1. Provide products and services at the highest professional level in accordance with the requirements of legal regulations, in strict compliance with confidentiality, in a timely, qualified manner, in a safe design and without negative impacts on the environment, in order to meet customer expectations.
2. Ensure information security through appropriate measures that will protect information assets and personal data so as to provide an adequate level of security to our customers and partners.
3. Emphasise the confidentiality, integrity and availability of processed information and provided services.
4. Strive for continuous improvement of the professional level of provided products and services, in order to maintain management systems according to international ISO standards and to ensure continuous improvement of their efficiency.
5. Motivate employees and increase their awareness, expertise and skills in quality assurance, information security and personal data protection.
6. Achieve a consistently high level of quality, confidentiality and availability of all provided products and services through the responsible approach of all employees.
7. Apply information security principles to contractors and third parties and solely work with suppliers who meet our Company quality and security standards.
8. Carry out continuous identification of security incidents and adopt effective measures to improve the quality management system and information security. Regularly monitor and evaluate security risks.
9. Ensure the continuity of the Company's business activities in order to protect business processes from the consequences of major ICT failures or other disasters, using tested and updated continuity plans and creating the necessary data back-ups.
10. Create and continuously improve internal processes, organisational structure, technical means and other resources in order to create, implement and improve the effectiveness of the quality management system and information security in the Company;

The implementation of the integrated management policy is based on the personal commitment and activity of all employees and provides a framework for setting goals that lead to its implementation.

The Company management and all employees in senior positions are responsible for implementation, enforcement and compliance with the principles of this policy in the organisational units of the Company controlled by them.

In Prague on: 1 August 2020

Filip Bušina

Chief Executive Officer of Elanor a.s.