

1 INTRODUCTION

Company CAP-NET s.r.o. is based in Liberec and provides comprehensive services in the area of the network management and security for medium and large enterprises. It also provides the supply and configuration of active network components, online marketing services, and related customers support, IT support, and hardware installation.

To support strategic objectives and in accordance with company's context, top management hereby issues this Integrated System Management (hereinafter referred to as the "ISM Policy") in accordance with requirements of system management quality (QMS) according to ČSN EN ISO 9 001, Environmental Management System (EMS) according to ČSN EN ISO 14 001 and Information Security Management System (ISMS) according to ČSN EN ISO/IEC 27 001.

The company identifies and fulfils the requirements and demands of relevant stakeholders, and complies with obligations arising from legal and other binding requirements, and regularly evaluates its performance in this regard.

ISM's policy aligns with the company's objectives and intended processes and provides a framework for setting integrated goals.

2 COMMITMENTS

By issuing this ISM Policy, the company's top management publicly declares its commitment:

- Continuously improving the ISM;
- Fulfilling specified obligations, with an emphasis on strict compliance with all legislative, environmental, safety, and ethical requirements;
- Ensuring confidentiality, integrity, and availability of all internal and customer data to support seamless business operations;
- Establishing the necessary organizational, human, and financial resources to maintain and develop the ISM.

To implement this ISM Policy, the company's top management announces the following specific commitments:

2.1 Quality Commitments

- To consistently provide services of a high professional level standard, meeting the required quality and deadlines, and to meet all customer needs and expectations;
- To continuously improve satisfaction of customers through personalized approach and the reliable fulfillment of our commitments;
- Build and strengthen partnership with customers and suppliers based upon trust, open communication, and information sharing;
- Monitor and evaluate qualification of suppliers;
- Analyse the risks associated with individual processes, assess potential threats and take effective measures to eliminate or mitigate them;
- Develop employees' professional skills through training and active involvement in improvement processes;
- Taking risks and opportunities into account when planning and implementing quality management processes.

2.2 Environmental Commitments

- Strictly comply with all mandatory obligations (the requirements of all applicable laws, regulations, ordinances, and other environmental protection requirements that apply to its activities);
- Continuously improve the environmental system management to enhance environmental performance;
- Emphasize preventing environmental pollution, which means minimizing the impacts of all its activities on the environment and human health;
- Conserve natural resources by gradually reducing energy, water and raw material consumption and through waste recycling;
- Improve the environment by preferential usage of ecological materials and technological methods;
- Educate and motivate all employees to protect the environment, and inform them about the environmental impacts of their work;
- Demand environmental protection compliance from all supplier;
- Communicate openly with employees, government agencies, customers and general public about CAP-NET s.r.o. impact on the environment.

2.3 Informational security Commitments

- To comply with and fulfill legislative regulations regarding information security in all locations of our impact;
- Ensure that the information is available when and where the company needs it, but only for those, who require it for their work, thereby maintaining the confidentiality of information in accordance with established information categories;
- Manage the integrity and the lifecycle of information from the moment of its creation through its transfer and use, to its disposal;
- Educate and evolve our employees, suppliers and partners in the area of information security;
- Treat violations of information security rules as serious breaches of internal regulations and contractual relationships;
- Adopt and establish safety measures based on the severity of assessed risks, their impact, and the economic costs of the measures;
- Regularly monitor, reassess risks, manage security events and incidents through corrective and preventive measures;
- Systematically and continuously improve the effectiveness of the information security management system.

3 FINAL PROVISION

Top management expects all employees to active cooperate in maintaining and improving the ISM, to be familiar with internal policies, and to strictly adhere to them.

This ISM Policy is mandatory for all employees across all workplaces.

In Liberec on 13. 04. 2026

Ing. Jaroslav Opočenský

Executive director