

QUALITY AND INFORMATION SECURITY POLICY

Faster CZ spol. s r.o. wants to be a modern expanding company with a solid position on the domestic market, with high competitiveness and a professional team of employees, especially in the field of data services and related services. The goal is to implement quality and affordable ICT solutions from internet connectivity to hybrid cloud services and cyber security. To provide maximum competitive advantage to customers who prefer a strong local partner.

Therefore, the company is committed to comply with, maintain, apply and continuously improve the effectiveness of the management systems listed below:

-integrated quality management system (QMS) in accordance with the requirements of CSN EN ISO 9001:2016

-Integrated Information Security System (ISMS) in accordance with the requirements of CSN EN ISO/IEC 27001:2023

In this context, the management of the company establishes the following principles in the area of quality management and information security management set out in this policy

- The basic principle followed throughout the company is to ensure continued customer satisfaction by providing competitively priced services at the required quality, scope and time.
- The company strives to provide the best quality services based on cutting-edge and modern technologies with added value, ensuring specialized and reliable ICT services with fast and flexible response to situations and short resolution time with emphasis on satisfaction. For this reason, we focus mainly on high-speed connectivity, mainly via fibre-optic routes within the metropolitan fibre-optic network, in order to achieve maximum customer satisfaction. The long-term goal is to expand the construction of our own optical network in Brno, which will be supervised and controlled by a professional and expert technical team with the advantage of 24-hour proactive knowledge of the network.
- By expanding the scope of its activities to include Data Centre (DCI) and Data Centre (DCII) services, the company is meeting the growing needs and specific requirements of customers for the provision of a wide range of services from server hosting, through backup to virtualization and private cloud solutions according to the most stringent security and technology standards using the latest technology with the deployment of specific and specialized protection against cyber attacks. Thanks to our own cooling and air recovery technology, energy-efficient and environmentally friendly building operation, we save energy and improve the quality of the environment as well as a wide range of high-level services. This ensures 100% redundancy of all systems.
- By building our own substation, we have ensured uninterrupted power supply, increased the security of Data Center services (DCI, DCII) and reduced potential power outages by adding two new backup power supplies.
- By incorporating additional systems to better automate services with their subsequent evaluation, it helps reduce operating costs and expands the range of services delivered. Higher demand for our services has led to the capacity for the architectural study and completion of Data Centre III (DCIII).
- The expansion of services has created new specialized jobs with a professional team, high expertise, knowledge and company culture.
- The company's aim is to create such conditions and implement such security measures that we are able to prevent data leaks, prevent attacks, detect dangers in advance by means of double monitoring, network vulnerability scanning, physical security, camera surveillance and especially to prevent attacks on web servers and thus increase their protection to the maximum possible extent by deploying additional protection tips, especially Anti DDoS, Security Scan, SD WAN, Off-line Backup, Advanced WAF.
- Preference is given to the prevention of security incidents with a focus on cyber security, which consists in meeting the requirements of the NIS2 directive, which involves the preparation and GAP analysis of the risk status, conducting a comprehensive internal security audit, verification of the current state of vulnerabilities by technical measures, among others. security scanning of the internal and external network, penetration tests, simulation of fraudulent behaviour towards the company's employees, and the adoption of technical and organisational measures in accordance with the NIS2 transposition, including the implementation of all security processes in the company.
- The company declares that information security is an integral part of all activities across the organization and is managed in accordance with the current version of ISO/IEC 27002, which is an extension of the requirements in the area of security controls that are structured into thematic areas: organizational, human, physical and technological.
- Security awareness is continuously strengthened in the company and compliance is also required from suppliers, service providers working for Faster CZ and customers of the Data Centre services.

This Quality and Information Security Policy will be regularly reviewed and updated.

The implementation of the set principles and policies requires each employee to consistently and accurately follow the procedures set out in the documentation of the integrated system, to take high responsibility for the quality of their own work by avoiding errors, and to consistently self-check the results of their work before handing them over to colleagues or customers.