

## VISION

“APPCRO” wants to be among the leading local & global IT companies for the development and implementation of software, along with offering expert IT services & consulting. To develop faster than the market, by adopting new global technologies and their adjustment to local needs, education and the certification of employees, together with the development of long-term relationships with clients, suppliers and partners.

To continue offering clients new, creative and technologically advanced IT solutions.  
To ensure the best possible consulting, technical and educational support for our users.

## MISSION

To be a reliable partner that practices the highest business standards (ISO etc.) and ensures the service of highest quality for our clients. To ensure our employees the realization of their professional potential through constant education and specialization.

To create added value by constant monitoring and development of modern IT technologies, by developing a team spirit and a competitive and innovative environment as well as a permanent development and improvement of necessary knowledge and skills.

### This will be achieved through:

- Consideration of context of the organization and aligning the Quality, Information Security, Business Continuity and Service Management System with our strategic directions;
- Satisfying interested parties and applicable statutory, regulatory and all applicable requirements;
- Management of organization, along with employee-established quality and information security objectives and defined responsibilities for their fulfilment;
- Establishing, applying, maintaining and continual improvement of effectiveness of Quality, Information Security, Business Continuity and Service Management System;
- Tracking and applying new technologies and educating employees;
- Careful selection of suppliers and partners;
- Commitment to increase quality, information security, business continuity and service management of our products and services in order to exceed customers’ expectations;
- Making continuous improvement a part of every day and every job;
- Ensuring that our Policy and Management Manual reflect what we actually do;
- Continuously upgrading the Quality, Information Security, Business Continuity and Service Management System in all stages of our core processes.

CEO is responsible for communicating the Policy to all persons working for or on behalf of the organization and making it available to the public.

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