

Integrated management policy | 5.2
Version 1.1

Management Sector

Integrated management policy



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1 Intention

The company's integrated management policy combines the requirements of ISO 9001:2015 and ISO 27001:2022 and ensures the achievement of high standards of quality and information security. Our integrated management system combines the requirements of the standards and represents the foundation of our operations, decision-making and relationship with all stakeholders.

We are committed to continuous process improvement, risk management, customer satisfaction and continuous information protection, ensuring compliance with legislation and the highest quality standards.

2 Key objectives of integrated management policy

Quality assurance: Products and services fully meet legal requirements and customer expectations.

- **Information Protection:** It is essential to protect the confidentiality, integrity and availability of information and related assets that authorized persons need to perform their jobs effectively and securely.
- **Continuous improvement:** Processes, products and services are constantly improved with the aim of greater efficiency, quality and information security.
- **Risk management:** We actively identify, analyze and reduce risks that may affect the quality of operations or threaten information security.
- **Customer satisfaction:** A satisfied customer remains the center of our processes and the driving force behind the company's development.

3 Our approaches to achieving goals

- **Quality management:** We monitor, measure and improve all business processes using performance indicators, internal audits and feedback.



- **Managing information security:** We have established a comprehensive information protection system based on access control, threat protection, event monitoring, and we are committed to protecting the confidentiality, integrity, and availability of all informations that are important to the company's operations.
- **Focus on customers:** We collect feedbacks and based on it we introduce improvements that contribute to greater trust and long-term cooperation.
- **Risk management:** We regularly conduct risk analyses and implement preventive and corrective measures to prevent unpleasant events.
- **Education and training:** We provide employees with the appropriate knowledge and competencies to perform tasks in accordance with the requirements of both standards and the information security policy.
- **Continuous improvement:** We promote continuous improvement of quality and information security through regular monitoring of system operations, analyses, reports, internal assessments, and implementation of corrective measures.
- **Legal compliance:** We operate in accordance with all applicable laws, regulations, standards and contractual obligations, which contributes to security, transparency and trust of all stakeholders.

4 Review change history

Version	Author (A) / Overview (O)	Date	Notes
1.0	Gal Zakrajšek (A)	24.6.2025	Draft
1.1	Robert Brozovič (O)	24.6.2025	First edition.

