

INTEGRATED MANAGEMENT POLICY

The excellence in fulfilling promises to our customers providing expertise, knowledge, and programs in a confidential, reliable and trustworthy manner to meet their expectations is the fundamental pillar of Facilization's business strategy. We want to grow our business by nurturing customers and differentiating our solution offering through the quality of products, services and staff behavior.

People are the most important asset of our company.

Facilization has further adopted a process approach for quality and information security management. Analytical records are generated on various process steps. The gathering, monitoring, and analysis of these records is instrumental to generating the necessary insight on the quality of deliverables, customer satisfaction, and performance of our staff, as well as for further research, development and improvement of our product and services.

We are committed to:

- a. Deliver products and services in an efficient, effective and secure manner in compliance with legal and regulatory provisions of Albanian and EU legislation and to the following regulations and standards: GDPR, DORA, ISO 9001, ISO 27001, ISO 22301, ISO 20000-1.
- b. Specialize and make use of the latest technologies, stay abreast and use wherever possible the latest software development platforms
- c. Strive to achieve the highest level of customer satisfaction; contribute to the growth of the business, productivity, and excellence of our clients.
- d. Facilitate and promote environment-friendly technologies.
- e. Establish and maintain our position as a trusted, confidential and secure partner for potential customers and authorities who need access to Facilization's documented information;
- f. Protect Customer Data/Information by implementing adequate information security management processes and systems, and undertake systematic reviews and third-party audits to ensure requirements of Confidentiality, Integrity and Availability are met.
- g. Ensure a safe, hazard-free, healthy and pleasant work environment that stimulates creativity for our staff and satisfies information security requirements for all stakeholders.
- h. Build, maintain and continuously improve our Integrated Management System (IMS) to enhance the quality of our services, and security of information assets and improve our IMS performance.
- i. Ensure that all our services are conducted to the highest, appropriate ethical and technical standards;
- j. Guarantee the highest level of quality and security of information assets through the continuous improvement of the systems, processes and activities carried out in our organization.
- k. Innovation

This policy will be reviewed annually and be made available to the public and all other stakeholders, visitors, customers, employees, suppliers and other interested parties.

Gjergji Guri

Legal Administrator & CEO

Date: 01-06-2023