



# INTEGRATED POLICY

(QUALITY – HEALTH AND SAFETY AT WORK – INFORMATION SECURITY – DATA PRIVACY – COMPLIANCE –  
ANTICORRUPTION)

## 1. INTRODUCTION

This Policy is applicable to AMS Sh.p.k. and all its subsidiaries (hereinafter referred to as TP Albania or the Organisation). TP Albania is a leading global provider of contact centre services.

The organisation orients its activities oriented towards the complete fulfillment of the requirements of its customers and human resources through the achievement of quality standards and safety at work, aimed at guaranteeing and protecting the environment inside and outside the company, as well as guaranteeing and protecting data security through a consolidated information security network for access control and management control and information system user permissions. The Organization is committed to pursuing excellence in all its activities, managing its operations in a sustainable, ethical and responsible manner.

It embraces AI and Emotional Intelligence (EI) to enhance efficiency, optimize customer interactions, and empower our teams. Through TAP, we analyze data to refine processes and create personalized, proactive experiences. This integration is key in achieving our quality objectives.

TP Albania, with a focus on continuous improvement, develops in a documented manner and maintains an Integrated Management System covering Quality, Occupational Health and Safety, Information Security, Personal Data Security, Regulatory Compliance, and Anti-Corruption, in accordance with the standards UNI EN ISO 9001:2015, UNI EN ISO 45001:2023, UNI CEI EN ISO/IEC 27001:2022, UNI CEI EN ISO/IEC 27701:2019, UNI ISO 37301:2021, and UNI ISO 37001:2025.

## 2. COMPANY VALUES

**Integrity, Respect, Professionalism, Innovation and Commitment**, are the values that TP staff inspire and believe in.

At TP we believe that the principles that make up the **United Nations Global Compact** are not only in complete harmony with our 5 corporate values of **Integrity, Respect, Professionalism, Innovation and Commitment**, but also serve as a literal extension to our creed.

We are committed to applying these principles in the way we operate to ensure honesty, fairness, equality, sustainability, transparency and basic human decency.

***We are a people company that works for people.***

## 3. QUALITY (UNI EN ISO 9001:2015)

TP Albania is committed to:

- Providing high-quality services that meet the needs and expectations of customers:
  - **FOCUS ITS ATTENTION ON THE CLIENT AND INTERESTED PARTIES:** TP is committed to fully understanding and meeting the needs of its clients. All activities are planned with the goal of delivering maximum

satisfaction. TP also ensures compliance with market demands, national laws, regulations, and the expectations of all critical stakeholders involved in its processes.

- **USE A PROCESS APPROACH:** TP views its organizational activities as interconnected processes that must be carefully planned, managed, and continuously improved. It allocates resources effectively to ensure clear objectives, defined responsibilities, and optimal outcomes across all operations.
- **DEMONSTRATE ITS LEADERSHIP:** TP takes full responsibility for the effectiveness of its Integrated Management System (IMS). It provides the necessary resources, ensures alignment with strategic goals, and actively promotes the importance of the IMS. TP engages all relevant stakeholders, fostering coordination, support, and shared commitment.
- **EVALUATE RISKS AND OPPORTUNITIES:** TP applies risk-based thinking (RBT) to process planning, enabling proactive decision-making. It identifies and mitigates risks while also recognizing and leveraging opportunities to improve performance and resilience.

- Achieve full Customer Satisfaction;
- Pursue appropriate growth of New Business;
- Make the current managed volumes more profitable through the rationalization of operating costs;
- Ensure Operational Continuity and minimize business impacts in case of a crisis, guaranteeing a rapid restoration of normal business activities;
- Protect the interests of TP and increase the trust of its Customers and partners, paying particular attention to service levels through the development and implementation of mechanisms that ensure continuity of the service provided in compliance with defined SLAs;
- Oversee business processes with appropriate monitoring and control tools;
- Work towards continuous staff engagement and skills development through the organization of training/information sessions, fostering growth, awareness, and a sense of responsibility among the entire workforce; ensure a high level of professionalism of human resources, both at managerial/administrative and operational levels;
- Ensure that information exchange and synergy between functions represent strategic values;
- Promote Digital Transformation through research and development, aimed at positively transforming the way operations are conducted in all business areas, from top management to agents, supported by innovative digital solutions that enable the digitization of activities and processes, increasing the speed and quality of services delivered.

#### 4. OCCUPATIONAL HEALTH AND SAFETY (UNI EN ISO 45001:2023)

TP Albania is committed to:

- Providing a safe and healthy working environment;
- Identifying and mitigating health and safety risks through regular assessments and continuous improvement;
- Promoting a culture of safety through training and awareness initiatives;
- Preventing injuries and damage to workers' health by continuously improving workplace health and safety conditions;
- Minimizing health and safety risks for the workforce by implementing appropriate evaluation and protection measures, based on the nature of the activities performed;
- Gradually raising health and quality standards through improvement programs and management and control systems that enable proper risk assessment and the implementation of corrective actions;
- Communicating to all staff the necessary information regarding potential risks related to the activities carried out;
- Involving and consulting human resources on matters related to Workplace Safety and Information Security;
- Considering all aspects related to Health and Safety when defining new activities or reviewing existing ones.

## 5. INFORMATION SECURITY (UNI CEI EN ISO/IEC 27001: 2022)

TP Albania is committed to:

- Ensuring that only authorized individuals have access to exchanged resources, guaranteeing Confidentiality through the implementation of appropriate security measures to prevent unauthorized access and data breaches;
- Ensuring that information is protected against false denial of receipt, transmission, creation, transport, and delivery (Non-Repudiation);
- Enforcing Authentication, ensuring that only authorized individuals have access to resources;
- Ensuring that security aspects are integrated into all phases of design, development, operation, maintenance, support, and decommissioning of IT systems and services;
- Guaranteeing the continuity of TP Albania's operations and the timely recovery of affected services in the event of significant disruptions, minimizing the impact both internally and externally;
- Protecting the confidentiality, integrity, and availability of company information and customer data;
- Maintaining security standards through ISO 27001 certification;
- Continuously monitoring and identifying vulnerabilities within the information system, including potential weaknesses in applications and hardware in use.

## 6. PERSONAL DATA SECURITY (UNI CEI EN ISO/IEC 27701:2019)

TP Albania is committed to:

- Protecting the confidentiality, integrity, and availability of company information and customer data;
- Implementing appropriate security measures to prevent unauthorized access and data breaches;
- Complying with relevant laws and international standards on information security;
- Ensuring that all personnel working within the company follow the training plans established in accordance with the European Regulation on data protection (EU Regulation No. 2016/679 – GDPR);
- Ensuring full awareness among all personnel (employees and collaborators) acting on behalf of TP Albania regarding issues related to information security.

## 7. COMPLIANCE (UNI ISO 37301:2021)

TP Albania is committed to:

- Ensuring compliance with all relevant laws and regulations;
- Identifying, assessing, and mitigating compliance risks that could negatively affect the company, its customers, its resources, and its stakeholders;
- Promoting awareness and understanding of compliance rules among all personnel through regular training programs and effective communication;
- Establishing processes to monitor, measure, and continuously improve the effectiveness of the Compliance Management System, using internal audits, periodic reviews, and stakeholder feedback.

## 8. ANTICORRUZIONE (UNI ISO 37001:2025)

TP Albania is committed to:

- Creating an environment that is unfavorable to corruption by increasing the ability to detect corruption cases and enhancing transparency in activities and organizational processes;
- Encouraging the reporting of suspected corruption cases in good faith, or based on reasonable and confidential belief, ensuring that no disciplinary or retaliatory actions of any kind will be taken against whistleblowers;
- Maintaining and continuously improving the Anti-Bribery Management System, in accordance with ISO 37001;
- Ensuring an adequate level of training and information for all personnel, along with ongoing consultation, to support the improvement of the Anti-Bribery Management System;



- Guaranteeing effectiveness, efficiency, and reliability by allocating all necessary resources to uphold the principles of due diligence, transparency, and integrity;
- Prohibiting all forms of corruption.

## 9. IMPLEMENTATION AND REVIEW

TP Albania undertakes to effectively implement and continuously improve its Integrated Management System, ensuring and periodically verifying that the Policy is documented, active, reviewed, disclosed, and made available to all staff through publication on the Sharepoint and on the company Blog.

Date: 07 October 2025

CEO Signature