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Policy - Commitment to Quality and Information Security

At IPKO Telecommunications LLC, the ISO team and all employees are committed to promoting leadership in quality, engineering, information security, and the services provided in the field of communication and network solutions.

To achieve this, an Integrated Management System (IMS), based on the requirements of ISO 9001:2015 and ISO/IEC 27001:2013, has been established to manage processes, planning, implementation, monitoring, and continuous improvement of relevant activities. This system complies with international management system standards, aligns with IPKO's strategic orientation, and fulfills applicable legal requirements.

Through the structured framework defined by ISO 9001 (QMS) and ISO/IEC 27001 (ISMS), IPKO shall:

- Regularly assess the IMS (QMS & ISMS) to ensure alignment with the business environment;
- Meet customer expectations by delivering innovative, compliant, high-quality, and reliable products and services on time;
- Develop staff with the knowledge, tools, and skills needed to achieve ongoing professional growth and conformity with both certified standards;
- Evaluate and analyze data to support business decisions and guide strategic initiatives;
- Leverage supplier partnerships that complement and strengthen our capabilities;
- Ensure that policies, manuals, and procedures are clear and concise, reflecting IPKO's commitments;
- Monitor and analyze performance metrics, making adjustments as needed to improve customer programs, satisfaction, and the management system;
- Educate all employees on the link between their work and customer satisfaction;
- Ensure effective internal and external communication;
- Foster a team approach to problem-solving and preventive action, empowering employees as quality ambassadors;
- Provide equal opportunities to all individuals without discrimination, ensuring fairness in recruitment, promotion, and professional development;



- Embed the IMS into the company's culture and daily practices as a long-term commitment to quality, continuous improvement, and customer satisfaction;
- Strive to meet and exceed customer expectations through ongoing improvements;
- Require top management to regularly review the IMS with the IMS team representative to ensure its effectiveness;
- Adopt and maintain strong information security and data protection practices to safeguard the confidentiality, integrity, and availability of all information processed;
- Comply with all applicable local and international laws and other requirements, while continually improving IMS performance;
- Enhance information security and business continuity planning to strengthen ISMS effectiveness and resilience..

Top management ensures that the IPKO IMS policy:

- Is appropriate to the organization's purpose;
- Includes a commitment to compliance and to the continual improvement of the IMS;
- Provides a framework for establishing and reviewing quality objectives;
- Is regularly communicated, understood, and applied throughout the organization;
- Is reviewed periodically to ensure its continued suitability.