



INTEGRATED STATEMENT OF DIRECTION

QUALITY – HEALTH AND SAFETY AT WORK – IT SECURITY – DATA PRIVACY

The document 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.

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.

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.

TP, with a view to continuous improvement, develops in a documented way and maintains:

- A quality management system compliant with the **UNI ISO 9001** standard;
- A Health and Safety at Work management system compliant with **ISO 45001**;
- An information security management system to and from the customer, relating to integrated Customer Relationship Management services compliant with the **ISO/IEC 27001** standard;
- A management system compliant with **GDPR**-Global data Protection Regulation and **ISO/IEC 27701** standard.

TP is fully aware that a responsible economic strategy, compliant with the principles of Occupational Health and Safety, GDPR, IT Security, the Quality of its products and services and in the Call Center activities, in relation to its activities, is essential for its success, for the satisfaction of its Clients and the expectations of all stakeholders in the context in which TP operates.

TP, in order to continuously improve the satisfaction of its Clients and the effectiveness of internal processes and services provided for the achievement of the expected results, undertakes to:

- **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.

Such Integrated Management Systems, structured and integrated with one another, are aimed at:

1. Achieving complete Client Satisfaction;
2. Pursuing adequate growth of the New Business;
3. Making current workloads more profitable by streamlining operating costs;
4. Operating while guaranteeing efficiency, effectiveness and reliability using all the necessary resources to ensure compliance with the principle of willingness to work, transparency and correctness;
5. Acting in accordance with the standards for the prevention and protection of the work environment:
 - The relevant regulation of the Telecommunications sector with an impact on the workplace; any possible provision signed by the Company;
 - The New European Regulation on Data Protection no. 2016/679 (GDPR).
 - Respecting the Legal provisions, Statutes, regulations or contractual obligations and any criteria related to information security, minimizing the risk of legal or administrative sanctions, significant losses, or damage to reputation;
6. Operating through an Integrated Management System where information exchange and synergy between functions represent strategic value;
7. Guarantee operational continuity and minimize the impact on the business in the event of a crisis, ensuring rapid restoration of the normal state of business activities.
 - a. Protect the interests of TP and increase the trust of its Clients and partners, paying particular attention to the levels of service through the development and implementation of mechanisms that guarantee the continuity of the service provided in compliance with the defined SLAs;
8. Ensuring that security concerns are included in all phases of design, development, operation, maintenance, assistance, and termination of use of IT systems and services;
9. To operate towards the continuous involvement of staff and for the development of competencies, through the organization of training/information moments, aiming at increasing growth, awareness, and sense of responsibility for all employees, to guarantee a high level of professionalism of human resources, at management/administration and operating level;
10. Rationally and sustainably managing natural resources and energy by evaluating utilization and reducing costs;
11. Overseeing company processes with adequate monitoring and control tools;
12. Maintaining a transparent and cooperative relationship with the public authorities and/or the competent Control Bodies;
13. Preventing accidents and damage to workers' health, committing to the continuous improvement of safety and health in the workplace;



14. The Company has prepared a specific document in order to identify specific company indicators that allow the monitoring of the degree of achievement of short-term objectives;
15. Progressively increase the qualitative “standard” of health and safety and IT security through improvement methods based on improvement programs and management and control systems that allow to undertake an adequate risk assessment and corrective actions;
16. Minimizing the health and safety risk for employees by adapting appropriate measures for evaluation and protection, feasible in relation to the activities being held;
17. Creating and maintaining healthy and safe work environments;
18. Communicating the necessary information on any risk related to the activities being held to the personnel;
19. Ensuring that the Company Policy is upheld at all levels of the Company’s organization;
20. Involving and consulting employees regarding issues related to Safety at Work and IT Security;
21. Encouraging the continuous improvement of the individual skills of each resource and the establishment of the best corporate climate;
22. Ensuring that only authorized persons have access to information exchanged Confidentially;
23. Ensuring that information is protected from false denial of receipt, transport, creation, transmission, and delivery (Non-Repudiation);
24. Authenticating, which consists in ensuring that only authorized persons will have access to resources;
25. Ensuring the full Awareness of the personnel (employees and collaborators) who work on behalf of TP Albania on information security issues;
26. Ensuring the continuity of TP Albania activity and the possible timely resumption of services provided that they may be affected by significant abnormal events, reducing the internal and external consequences for the company;
27. Creating an unfavorable environment for corruption, increasing the ability to discover cases of corruption, and enhancing the transparency of the business and organization
 - a. Encourage the reporting of suspected cases of corruption in good faith, or on the basis of reasonable and confidential belief, ensuring that no disciplinary/sanctioning measures or retaliation of any kind are taken;
 - b. Ensure an adequate level of training for all personnel;

Furthermore, the company management undertakes to ensure that:

1. All aspects related to Health and Safety are considered as essential contents in the process of defining new activities or in the reviewing of existing ones;
2. Digitalization and AI Integration covers a large part of operational processes, for purposes of simplification and effective savings.
3. All workers are trained, informed, and sensitized to carry out their tasks safely, in compliance with the requirements;
4. All personnel working in the company comply with the training plans provided for in the European Regulation on Data Protection, n. 2016/679 (GDPR);
5. The entire company structure participates, according to its own powers and skills, in achieving the assigned objectives, including those on Health and Safety;
6. Security Standards are maintained through ISO 27001 Certification;



7. There is surveillance and identification of information system vulnerabilities, monitoring any flaws in the applications and hardware used;
8. Risk analysis allows the company to gain awareness and visibility on the level of risk exposure of its integrated management system. On the basis of this level, suitable security measures are identified;
9. Prohibiting corruption;
10. Its activities and affairs are conducted in such a way as to avoid involvement in any corruption or other illegal situations.

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 Intranet and on the company Blog.

Date: 03 April 2025

CEO Signature


