CORE X

Integrated Quality and Information Security Policy

1. Introduction

Core Experience Ltd. strives for excellence in providing high-quality customer support services while ensuring information security in accordance with ISO 9001:2015 and ISO/IEC 27001:2022 standards. We are committed to continuously improving our processes, technologies, and human resources to meet the requirements of our clients, business partners, and employees.

2. Our mission and vision

Our mission is to deliver quality services and maintain a high level of information security, creating a reliable environment for all our clients and end-users. Our vision is to become a leading provider of outsourcing services that consistently meets and exceeds client expectations through innovation, expertise, and security.

3. Principles of the quality and information security policy

- **Client/customer focus:** Our service is tailored to the needs and expectations of our clients and end-users. We initiate every interaction with a focus on customer satisfaction, striving to exceed their expectations through efficient and secure service.
- **Continuous improvement:** We regularly monitor and evaluate our processes and technologies to identify opportunities for improvement. Through performance measurement, risk analysis, and corrective actions, we aim to enhance service quality and information security.
- **Risk management:** We actively identify, assess, and manage risks related to quality and information security. We ensure that all risks are identified in a timely manner and managed with appropriate controls.
- **Information protection:** We implement technical, organizational, and physical protection measures to ensure the confidentiality, integrity, and availability of information. We actively work to prevent unauthorized access and data loss.
- **Employee training and awareness:** We place high importance on the education and development of our employees to ensure they are aware of their responsibilities regarding quality and information security.

4. Responsibilities and obligations

The company's management is responsible for providing all necessary resources for implementing this policy, including planning, execution, monitoring, and reviewing the quality and information security management system. All employees are required to adhere to this policy and contribute to achieving the set goals.

5. Compliance with legal and regulatory requirements

We ensure compliance with relevant legislation, standards, and regulations that impact our operations, including GDPR, the Labour Act, Data Protection Laws, and ISO Standards.

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6. Communication and review

The policy is regularly reviewed to ensure its alignment with changes in the business environment, technological innovations, and regulatory requirements. The company's management ensures that the policy is available to all employees and relevant stakeholders and that it is regularly communicated within the organization.

7. Conclusion

This policy serves as the foundation for all activities carried out within the framework of quality and information security management. It is the obligation of all employees to adhere to the principles of this policy to ensure consistent application of standards and the achievement of business excellence.

Zagreb, 20.09.2024
Director
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