In line with the overall business strategy, applicable legislation, and ethical principles, PINOY 385 d.o.o. has established and maintains an integrated management system based on the requirements of ISO/IEC 27001:2022 and ISO 9001:2015.

Our vision is to be the leading agency for mediation and temporary employment of foreign workers in Croatia, recognized for reliability, professionalism, and the creation of long-term, high-quality employment relationships that bring value to both employers and employees — while ensuring that information belonging to our clients, partners, and the organization remains protected from all types of threats, whether internal, external, accidental, or intentional. Quality and security are the foundation of our business and the trust we build.

Scope of the system: Temporary employment services (staffing), mediation, and consulting for the employment of workers.

POLICY OBJECTIVES

This policy aims to:

• Ensure the confidentiality, integrity, and availability of information through the application of appropriate technical and organizational measures.
• Meet client requirements and expectations.
• Manage risks that may affect information, services, and processes.
• Ensure compliance with applicable laws and requirements such as GDPR, the Cybersecurity Act, and the NIS2 Directive.
• Continuously improve the integrated management system through audits, evaluations, and user feedback.
• Raise employee awareness and competencies in the field of security and quality through regular training.

ROLE OF MANAGEMENT

Management ensures:

• Leadership and support for the implementation and continual improvement of the management system.
• Provision of resources, tools, and infrastructure necessary for implementing the policies and objectives.
• Setting measurable quality and information security objectives.
• Regular review of system effectiveness through internal audits and incident analyses.

EMPLOYEE RESPONSIBILITIES

All employees of PINOY 385 d.o.o. are required to:

• Comply with prescribed security and quality procedures.
• Report irregularities, incidents, and threats to information.
• Actively participate in training and the application of security controls.

KEY ELEMENTS OF THE INFORMATION SECURITY SYSTEM

The implemented system includes:

• Access management based on the principle of least privilege.
• Cybersecurity measures, including protection against malware, phishing, and other threats.
• Processing of personal data in accordance with GDPR.
• Management of remote and cloud work security through access controls, encryption, and configuration monitoring.
• Incident management and business continuity planning.
• Regular security tests and audits (penetration testing, security audits, vulnerability assessments).

THE QUALITY MANAGEMENT SYSTEM INCLUDES

• Customer focus and fulfillment of customer requirements and expectations.
• Process management affecting the quality of delivered services.
• Monitoring and measuring user satisfaction.
• Management of nonconformities and preventive actions.
• Systematic data analysis and continuous process improvement.

COMMITMENT TO CONTINUAL IMPROVEMENT

The company is committed to:

• Ongoing improvement of management system effectiveness.
• Regular identification and evaluation of new risks and opportunities.
• Innovative and responsible solutions in application development and ERP system implementation.
• Transparent and professional cooperation with all stakeholders.

This policy is regularly reviewed, updated, and communicated to all employees and relevant interested parties through internal communication channels. All changes are implemented in accordance with the change management procedure.

Zagreb, 01 September 2025
Stjepan Jagodin, Director
PINOY 385 d.o.o.