



Integrated Management System  
Policy

March 12, 2021



The Management of MELON, represented by the CEO, officially declares its INTEGRATED MANAGEMENT SYSTEM POLICY, according to the international standards: ISO 9001:2015 and ISO 27001:2013, which is announced to, as well as recognized, applied and maintained by all employees and workers at the company:

THE INTEGRATED MANAGEMENT SYSTEM POLICY OF MELON IS FOCUSED ON THE MISSION TO ALWAYS BE THE BEST IT SOLUTION, TO MEET THE EXPECTATIONS OF CUSTOMERS AND STAKEHOLDERS DURING THE IMPLEMENTATION PROCESSES, AS WELL TO PROTECT THE QUALITY AND INFORMATION SECURITY.

For the implementation of this policy the Company Management focuses its efforts on the following directions:

- Attracting new clients from various target groups through expansion of the company portfolio
- Strengthening of the company's position as leader in IT services
- Increasing the customer satisfaction through the offering of premium services with guaranteed quality
- Decreasing complaints and optimization of the service time period
- Increasing the economic efficiency of the company's activities
- Enhancing the qualification and motivation of company staff
- Increase of the organizational prestige and positive image through the provision of services, in compliance with clients' needs and expectations and the applicable requirements
- Increase of the organization's competitiveness and its development through investment expansion
- Optimization of business processes through incorporation of modern information systems
- Decisions based on data analyse and evaluation
- High level of business continuity and high level of information security
- Conduction of regular training of staff in order to increase its qualification and motivation regarding the job
- Constant improvement of the incorporated and maintained Integrated Management
- For the fulfilment of these objectives, MELON has developed and incorporated an Integrated Management System in compliance with the international standards ISO 9001:2015 and ISO 27001:2013.

The management creates and guarantees the necessary conditions for strict compliance with the Integrated Management System at the company and for the active collaboration of the management and employees for its development and continual improvement.

In my capacity of CEO of MELON, I herewith declare my personal participation in and responsibility for the implementation of the announced Integrated Management System Policy.

CEO:

Krum Hadjigeorgiev

Sofia, 12.03.2021