(MAT KOSOVO logo)	Title	PO-01 Integrated Management System Policy
	Version	2.0
	Owner	ISO Manager
	Classification	Internal

INTEGRATED MANAGEMENT SYSTEM POLICY

An Integrated Management System (IMS) has been introduced to manage processes, planning, implementation, monitoring and improvement of the relevant activities. This system meets the requirements of the international rules for management systems in accordance with ISO 9001 (quality), ISO 14001 (environment) and ISO 45001 (occupational health and safety).

Key objectives in the implementation of business processes are the identification of customer requirements and the improvement of customer satisfaction. All employees and management staff undertake to comply with the applicable legal requirements and regulations as well as group stipulations, preserve resources and the environment and achieve working conditions that promote the avoidance of work-related injuries and illnesses.

The MAT Kosovo Integrated Management System (IMS) is the basis for the implementation and improvement of high-quality standards and commitment to the areas of environmental protection and occupational health and safety. Innovation capability, reliability and open and dynamic behavior are the fundamental values of our company and lay the foundations for outstanding services and the process of continual improvement. Regular evaluation of processes with key performance indicators and the definition of objectives support this approach over the long term.

Our employees are the basis for our successful business model. The extension of personal and professional qualifications through training and professional development measures and regular motivation by management staff ensure that the company's objectives are achieved. MAT Kosovo recognizes that it is essential to provide equal opportunities to all persons without discrimination. This policy sets out the organization's position on equal opportunity in all aspects of employment, including recruitment and promotion, giving guidance and encouragement to employees at all levels to act fairly and prevent discrimination on the grounds of sex, race, marital status, part-time and fixed term contract status, age, sexual orientation or religion. Moreover, it is the policy of MAT Kosovo to ensure that no job applicant or employee receives less favorable treatment on the grounds of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable. The organization is committed not only to its legal obligations but also to the positive promotion of equality of opportunity in all aspects of employment.

Quality of the trainings we offer is guaranteed by an array of inspections and is checked during training development process and further audits and inspections undertaken by Accreditation Body. The management systems as per ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 are reviewed periodically by internal audits to ensure their effectiveness and are modified according to requirements. The Board of Directors is regularly noticed of the performance of the management systems.

Top management ensures that the MAT Kosovo IMS policy:

- Is appropriate to the purpose of the organization,
- Includes a commitment to comply with requirements and to continually improve the effectiveness of the integrated management system,
- Provides a framework for establishing and reviewing IMS objectives,
- Is communicated regularly within management and understood within the organization, and
- Is reviewed for continuing suitability.

Prepared by: ISO Manager   Approved by Managing Director
Name & Surname: Aferdita Baloku   Name &Surname: Ben Remfrey
Date: 07.12.2020   Date:07.12.2020

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The ISO Manager is responsible for ensuring the IMS policy is reviewed during the Management Review process.

Revision History

Version	Change description	Date
1.0	Initial release	10-09-2017
	The IMS Policy is reviewed during the Management Review, no changes	21.12.2018
	The IMS Policy is reviewed during the Management Review, no changes	13.12.2019
2.0	Change due to transition from OHSAS 18001:2007 to ISO 45001:2018	07.12.2020