
QUALITY & INFORMATION SECURITY STATEMENT

EMPIST LLC is committed to delivering **high-quality, reliable, and secure technology services** to its clients. Quality management and information security are integral components of EMPIST's operational model and service delivery framework.

The organization operates an **Integrated Management System (IMS)** aligned with the principles and requirements of **ISO 9001 (Quality Management)** and **ISO/IEC 27001 (Information Security Management)**.

Quality Management

EMPIST applies structured, process-driven practices to ensure consistent service delivery and continual improvement. This includes:

- Clear definition and management of customer requirements and service obligations.
- Risk-based planning and operational control across service delivery activities.
- Performance monitoring through defined metrics and service reviews.
- Formal management of nonconformities, corrective actions, and improvements.
- Controlled management of suppliers and third-party service providers.

These practices ensure services are delivered in accordance with contractual, regulatory, and client expectations.

Information Security Management

Information security is treated as a core business requirement. EMPIST is committed to:

- Protecting the **confidentiality, integrity, and availability** of client and organizational information.
- Identifying, assessing, and managing information security risks on an ongoing basis.
- Implementing appropriate organizational, technical, and procedural safeguards.
- Maintaining incident detection, response, and recovery capabilities.
- Supporting business continuity and service availability commitments.
- Complying with applicable legal, regulatory, and data protection requirements, including GDPR.

Governance & Continuous Improvement

EMPIST's management actively oversees the effectiveness of the IMS through defined governance, internal audits, performance reviews, and continual improvement activities. Employees and relevant third parties are required to adhere to established quality and information security policies and procedures.



Client Assurance

Through its integrated approach to quality and information security, EMPiST provides clients with confidence that services are delivered in a **controlled, secure, and continually improving manner**, aligned with recognized international standards and best practices.

JOHN KAMPAS
CEO

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