

POLICY

QUALITY & INFORMATION SECURITY MANAGEMENT SYSTEM

Al Quddus Munazzam (Pvt) Ltd is committed to delivering reliable Hajj operations services that meet agreed pilgrim needs and protect the information entrusted to us. Our integrated Quality Management System (QMS) and Information Security Management System (ISMS) take account of our business context, support our strategic direction, and guide how we serve pilgrims.

This policy applies to our Hajj services and supporting activities, employees, temporary staff, relevant contractors, and information in all forms.

We commit to:

Fulfil agreed customer requirements and applicable legal, regulatory and contractual requirements for Hajj operations, information security and privacy, together with applicable ISO 9001 and ISO/IEC 27001 requirements.

Provide clear package details, accurate records and timely coordination of visas, travel, accommodation, transport and pilgrim support. Monitor service providers, seek pilgrim feedback and resolve complaints to improve customer satisfaction.

Preserve the confidentiality, integrity and availability of pilgrim, employee and business information, including passport, travel, payment and health records. Control access, maintain accurate records, and ensure secure sharing, storage, retention and disposal.

Assess and treat service quality and information security risks, including risks from suppliers and outsourced services. Apply suitable controls and pursue opportunities to improve performance, considering climate related issues where relevant to our services.

Provide resources, clear responsibilities, competent staff and training. Promote quality awareness, ethical conduct and secure working practices. Require prompt reporting and response to service failures and security incidents, and maintain suitable backup, recovery and continuity arrangements.

Use this policy as the framework for measurable quality and information security objectives covering customer satisfaction, service accuracy, timely processing, supplier performance, information protection and recovery readiness. Assign owners, targets, resources and deadlines; monitor progress and review results through management review.

Continually improve the suitability, adequacy and effectiveness of the QMS and ISMS through audits, performance monitoring, feedback, corrective action and management review.

Top management will maintain this policy as controlled documented information and communicate it so personnel understand and apply it. We will make it available to relevant interested parties, as appropriate, and communicate applicable requirements to relevant external parties. Policy shall be reviewed annually at least.



Chief Executive Officer | Mr. Muhammad Aminullah

AQM-POL-P8-01

Version No. 01

Version Date: 01.06.2026