

9.1. QUALITY POLICY

The Company's Management has defined a quality policy linked to its philosophy and the needs of the market and in accordance with the applicable relevant National and Community Legislation.

The aim of this Policy is to provide services that meet the needs, expectations of customers as well as the growing demands of the market with continuity and consistency.

To achieve the above objectives, our Company is committed to the installation and observance of the Quality Management System in accordance with ISO 9001:2015, ISO 13485:2016 and DY8/1348/04 standards, which will ensure our Company the following:

- Continuous and controlled quality of all processes-operations of the Company;
- Maintaining a high level of quality of the services provided by us;
- Prevention or immediate treatment of possible mistakes;
- Continuous development of our structure and personnel;
- Strengthening the financial position and sustainable development of our company;
- Ability to control and immediately mobilize revocation mechanisms, if this required;
- Collection of the necessary data in relation to the service and satisfaction of our customers to quantify our tactical and strategic goals with respect to the personal data we manage;
- Harmonization of our activities according to the current Community and National Legislation;
- The Company's commitment that all of the above will be part of our daily routine work and that the only cause which will be acceptable to differentiate the quality of our services will be only the effort to improve it and its continuous adaptation to the constantly changing market conditions;

The General Director

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