europeanprofiles S.A.

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Quality Policy Statement

European Profiles S.A. vision is to establish itself as the first-choice consulting firm for clients from Greece, developing economies, and those ones in transition. The company's main goal is to be a consistently strong and reliable partner, focused on providing high quality and value-added services and producing lasting results.

European Profiles S.A. **quality policy** is primarily committed to the complete satisfaction of its customers and the continuous improvement of the quality of its services provided, in order to achieve full coverage of their needs.

For this purpose, the European Profiles S.A. collaborates with leading experts in the industry internationally, invests in the training and continuous development of its executives, while at the same time being committed to the implementation and continuous improvement of the **Quality Assurance System** it implements, according to the international standard **ISO 9001:2015** , which is fully aligned with its needs and goals.

All of us, the Management Team and the employees at European Profiles S.A., because we believe in continuous improvement, we are committed to the following goals:

1. The faithful implementation and continuous improvement of the effectiveness of the Quality Assurance System according to the ISO 9001:2015 standard.
2. The direct participation of Management executives in the formulation of quality policy, in the determination of appropriate corporate objectives on a regular basis and in ensuring the effectiveness of the Quality Assurance System.
3. Continuous improvement of customer satisfaction.
4. Continuous training and support of staff, to ensure a high level of expertise and that everyone is aware of the processes implemented within the framework of the corporate Quality Assurance System.

5. The continuous modernization and utilization of the possibilities provided by technology for the most efficient and effective execution of tasks.
6. The reduction of non-compliant actions during the execution of the company's activities.
7. The continuous reduction of operating costs.
8. Compliance with the legal and regulatory requirements of National and EC Legislation.
9. The continuous analysis and evaluation of opportunities and threats originating from both the external and internal environment of the company.
10. Focusing on predefined, measurable and quantitative goals, with the aim of continuously improving the services provided.

The President & CEO of European Profiles S.A.

Dr. Dimitrios Bakolas