QUALITY POLICY

All employees of ABACUS RESEARCH SA Management and Personnel are committed to operate within the framework of the applicable regulations and the applicable legislation, having as a basic and non-negotiable objective the full and consistent satisfaction of the stakeholders from the existence and operation of Independence, Impartiality, Objectivity and Confidentiality in the services provided.

This commitment is implemented through the development and implementation of a Quality Management System, which fully complies with the requirements of the ISO 9001:2015 Standard and is based on the following principles:

Systematic effort to understand :

The Company's operating framework and its changes.

The existing and future needs of its Customers; and

Its current legislative and regulatory environment,

- Research to identify and identify the sources of risks and assess the risks to its personnel, facilities, suppliers - subcontractors and all those affected by its operations and identify and implement measures to avoid, reduce or control these impacts.
- Providing direction and exercising control by its Management to ensure the common commitment of all its Executives to its mission and objectives and creating an internal environment that enables their active participation in the effort to achieve its objectives.
- Active participation of human resources, utilisation of their potential for the benefit of the Company and practical recognition of their contribution.
- Adopting a process approach to all the Company's activities and managing these processes as a single system of interrelated processes, ensuring the achievement of the Company's objectives.
- Establishment of continuous improvement of the Company's overall performance as a permanent objective.
- Making decisions based on the analysis of data collected from the implementation of the Quality Management System.
- Establishing mutually beneficial relationships with its Suppliers.
- Effective and efficient handling of potential Objections and Complaints.

Athens, 20nd Of January 2025

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Nikos Athanasiadis

CEO