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	Quality Management Policy	VERSION: 01
AUTHOR: QUALITY AWARD	VERSION DATE: 10/03/2025	APPROVED BY: SMART NS

The **Quality Management Policy** of Smart NS aims to describe and specify the operation of the company, so that it continuously and successfully meets the requirements related to the quality of its products and services and its obligations to customers, staff, suppliers and third parties.

Our main objectives, to which the company's top management is committed, are:

- To offer services that fully comply with the specified requirements, as specified in the company's Quality Management System procedures, while achieving favorable financial results to the company and its customers.
- To always comply with applicable legislation, particularly those relating to the quality and safety of our products and services.
- To continuously improve the effectiveness of the Quality Management System and our way of operating, so that our services are considered high quality in the market.

In order to achieve the above objectives:

- we implement and continuously improve a Quality Management System in accordance with the ISO 9001:2015 standard
- the company's Management sets clear and specific quality objectives for each process, which are regularly reviewed to assess progress in achieving them
- the company's Management has the necessary resources (personnel, equipment, etc.), which are recorded and controlled
- all executives and employees of the company take an active role, within the framework of their responsibilities and authorities, in achieving the objectives, implementing this policy and continuously improving the operation of the Company.

The CEO is responsible for the overall operation of Smart NS, who determines the company's policy and objectives. The company's Quality Manager is authorized in collaboration with the company's executives to develop, improve, document and monitor the Quality Management System and to implement any necessary changes after review and approval by the CEO.

The Quality Management System covers the following areas:

### **COMPUTER SYSTEMS MANAGEMENT SERVICES**

The Top Management of Smart NS is committed to:

- Ensure that this policy is known and understood by all employees of the company, as well as by any interested party (customers, suppliers, partners, etc.).
- Guarantee strict compliance with this policy and require its implementation by all employees of the company.



**Panagiotis Chiras,**  
CEO