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|  | IMS | CODE: F.01.10 |
| | Policy Against Violence and Harassment | VERSION: 01 |
| AUTHOR: QUALITY AWARD | VERSION DATE: 10/03/2025 | APPROVED BY: SMART NS |

The Policy against violence and Harassment of **Smart NS** aims to set out how it will ensure a safe and respectful working environment for all its employees, free from all forms of violence and harassment, in full compliance with the relevant legislative requirements and its obligations to customers, staff, suppliers & partners, and the community at large. The company declares through this policy that it recognizes and respects the right of every employee to a work environment free from violence and harassment and that it will not tolerate any such conduct, in any form, by any person.

The company complies with all measures and obligations related to the implementation of the provisions of Part II of Law No. 4808/2021 on the prevention and treatment of all forms of violence and harassment, including violence and harassment based on gender and sexual orientation, or any other form.

The main objectives of the company, to which the Management is committed, are:

- Ensuring a working environment where the dignity and respect of every employee is protected and promoted, by preventing any form of violence and harassment.
- The continuous compliance with the applicable legislation regarding violence and harassment in the workplace and the continuous training of our staff on their rights and obligations.
- Continuous improvement of practices to prevent and respond to incidents of violence and harassment to ensure the well-being and productivity of the organisation's employees.

To achieve the above-mentioned objectives:


- The Management of the company has the necessary resources (personnel, equipment, technology) to implement the policy.
- Management informs and raises awareness among the staff.
- All executives and employees of the company are responsible for implementing the policy within their areas of responsibility, actively contributing to the prevention of violence and harassment.
- It takes preventive measures and addresses and monitors any incidents and risks.

Accountability and Transparency

The Managing Partners is responsible for the overall operation of the company, who sets this policy and cooperates with the Company's executives to develop, improve and monitor its implementation. They propose the necessary changes, following a review.

The policy against violence and harassment covers the following areas:

- Prevention and raising awareness on violence and harassment.
- Ensuring a safe working environment with respect for the integrity of everyone.
- Training and sensitization of staff.
- Handling incidents of violence and harassment.
- Providing support to victims of violence and harassment.

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The Management of **Smart NS** is committed to ensuring that this policy is known and understood by all employees and stakeholders (customers, suppliers & partners, etc.), as well as their faithful compliance with it.

Complaint Reception and Investigation

The company commits to:

- Maintain channels of communication with the competent persons
- Investigate and examine complaints impartially and protect the confidentiality and personal data of victims and complainants
- Prohibit retaliation against the aggrieved person
- Describe the consequences upon finding violations
- Cooperate and provide any relevant information to the competent authorities, if requested



Panagiotis Chiras
Managing Partners