

QUALITY POLICY STATEMENT

"INFINITUM S.A.", based on its experience and know-how, aims at the continuous expansion of its services by experienced and specialized staff, in compliance with the applicable legislation, always focusing on the quality and full satisfaction of the needs and requirements of its customers.

For this reason, "INFINITUM S.A." has installed a Quality Management System that complies with the EN ISO 9001:2015 standard and is committed to following specific processes concerning:

1. The operation of the business
2. The protection of the company's investment in information and communication technologies,
3. The continuous education and training of the staff,
4. Monitoring the flow of services it provides and minimizing customer complaints;
5. The continuous & substantial communication with its customers for the continuous improvement of the services provided and the minimization of their complaints,
6. Compliance with the relevant legislation,
7. The satisfaction of stakeholders and their demands.

The aim of the company's customer-centric perception and philosophy is to maintain a continuous open channel with customers, which ensures both the receipt of all positive and negative messages about its services as well as the qualitative and complete satisfaction of the needs and requirements of its customers.

The contribution of partners and customers, in terms of quality, is essential and it is recognized that the satisfaction and improvement of the goals set can only be achieved through continuous effort and the continuous improvement of the Quality Management System itself.

It is important for "INFINITUM S.A." to have the required resources to support the Quality Management System and to ensure the necessary knowledge to its staff, utilizing their skills and abilities. It motivates and supports communication, participation and creativity because

the provision of quality services and the successful operation of the company relies on its people.

"INFINITUM S.A." is constantly striving to improve the quality of its services and activities, by measuring customer satisfaction in order to receive continuous feedback from them in order to optimize the System, taking appropriate corrective actions or improvement actions.

THE ADMINISTRATION: