

## QUALITY POLICY

SINGULARLOGIC is strategically investing in Quality in order to maintain its competitive advantage and unique position in the market through the continuous improvement of business operations and effective customer satisfaction.

SINGULARLOGIC applies a Quality Management System (QMS) certified in accordance with the requirements of international quality standards ISO 9001:2015, which covers all its main activities, and specifically:

- Analysis, design, development, direct and indirect marketing and sales of software products and solutions.
- Management of information communication technology products and projects.
- Provision of implementation, installation, maintenance, training and support services for software products and solutions.
- Provision of consulting and supporting services for IT and communication services.
- Provision of hosting and administration services for IT systems and infrastructure.
- Provision of business process and IT outsourcing services and cloud IT services
- Analysis, design and implementation of Information security solutions
- Digitization of printed material, scanning, registration and confirmation of document elements
- Design, Development and Maintenance of ICT (Information and Communication Technology) Systems for:
  - Electronic Ticketing Applications
  - Audiovisual Media Applications

QMS has been developed based on:

- The requirements of the standard ISO 9001:2015
- The mission, the vision, the values and the operational framework of the company
- The regulatory and contractual requirements set by interested parties

The Management is committed to the implementation of the Quality Policy and the continuous improvement of the QMS, which it distributes to all its staff, cultivating a spirit of collective effort by having all the necessary means, so that everyone adheres to the

Quality Policy and promotes any action that constantly promotes and improves quality.

The Management and the staff of SINGULARLOGIC are committed to the effective satisfaction of the needs and expectations of its customers, utilizing all the necessary means in order to provide high quality products and services.

The Quality Policy, which has been established by the company and has been approved by the Management, is understood by all its employees and its fulfillment is their daily concern.