

## QUALITY POLICY

**OPENVIEW TECHNOLOGY PC** is committed to meeting the demands of the contemporary business environment through the implementation of a **Quality Management System (QMS)** compliant with the requirements of **ISO 9001:2015**.

The **Quality Management System (QMS)** covers the scope of **Analysis, Design, Development, Installation, Maintenance, and Support of Software and Computing Systems, as well as the undertaking of contracts for the management of Digitization Projects**, and has been designed in accordance with the needs and objectives of management, as well as **applicable legal and regulatory requirements**.

Customer satisfaction and the establishment of trust with partners and clients through the fulfilment of defined quality requirements and consistent adherence to project delivery timelines are fundamental principles of the company.

The overall objective is to provide the company's customers with **services of excellent quality and high added value**.

More specifically, the company:

- Provides services of consistent quality, which are fully **quality-checked** and comply with both customer specifications and applicable legal requirements.
- Continuously updates and modernizes its equipment, investing in resources to ensure it is always supported by **optimal technology**.
- Carefully selects partners, both internal and external, according to its needs; provides them with training, closely monitors their development, and encourages their **active participation in the improvement of the services offered** by the company.
- Provides the necessary resources to ensure the **uninterrupted, efficient, and effective operation** of each department, thereby ensuring continuous compliance with the requirements of the Standards and ongoing improvement.
- Aims for the **continuous improvement of the QMS and its performance**.
- Fully recognizes and complies with the **applicable legislation** governing each of its activities.
- Sets clear, measurable, achievable, realistic, and time-bound objectives and takes all necessary actions to achieve them.
- **Trains and raises awareness** among all employees on **Environmental Protection** matters.
- Communicates information regarding its **quality performance** to relevant authorities, partners, and the community, upon request.

To achieve the above objectives, all necessary references have been documented within the **Quality Management System (QMS)**. Through systematic planning, process control, and the **continuous improvement** of all activities, the company's principles are fully fulfilled.