

## QUALITY POLICY

ALTER EGO's vision is to maintain the leading position in the Greek market and her name to become synonymous with high quality in the field of Facility Management.

Her quality policy consists in principle in the complete satisfaction of her customers in each transaction with the company, in the continuous improvement of the quality of the services provided in order to fully meet their needs.

For this purpose, ALTER EGO implements a Quality System according to ISO 9001: 2015, fully harmonized with her needs and objectives.

All of us, the Management and the employees of ALTER EGO are committed to the faithful implementation and continuous improvement of the efficiency of the Quality System according to ISO 9001: 2015.

At the same time, ALTER EGO aims to:

- To select executives and employees with the necessary competence and continuous training to ensure a high level of know-how and to make everyone aware of quality.
- the continuous modernization and utilization of the possibilities provided by the technology for the more efficient and effective execution of the tasks
- to reduce failures during the execution of tasks
- in the continuous improvement of customer satisfaction
- in the continuous improvement of the company's position in the market
- the continuous monitoring of the requirements of the legislation and the verification of compliance of the company with it, the requirements of customers and the ISO 9001:2015 standard, and the appropriate adaptation of the Quality System to meet these requirements

The Policy shall be reviewed annually by the senior management during the review of the administration. All these we believe have as a result, not only the best possible image of the company in the industry, but also a sense of pride and satisfaction for all of us, Management and employees, who are working on the progress of ALTER EGO.

Managing Director

Anthi Iliopoulou

Edition: 3rd - Date 14/05/2025