

QUALITY POLICY

Comidor S.A., in response to the evolving demands of the business landscape and with the aim of optimizing its organizational structure and internal communication for superior and faster customer service, has implemented a **Quality Management System (QMS)** in alignment with the requirements of the International Standard **ISO 9001:2015**.

Our **QMS** covers the **Design, Development, Implementation, Sales, and Technical Support of Software Applications**, and is tailored to meet the specific needs and objectives of Comidor, as well as the legal and regulatory requirements of the applicable Greek and European legislation.

The primary objective of **Comidor's QMS** is to establish a robust foundation for **continuous improvement** in the efficiency and effectiveness of its processes, always striving to fully satisfy the evolving needs and expectations of our customers.

To achieve these objectives, **Comidor** is committed to:

- Strictly adhering to the legal and regulatory framework governing the design, development, and support of software.
- Setting clear and measurable **quality objectives**, supported by the ongoing involvement and cooperation of all employees and partners.
- Ensuring that the **requirements of our customers** are fully understood and fulfilled, enhancing their satisfaction through adherence to contractual agreements and service excellence.

The key principles of **Comidor's Quality System** include:

- **Customer Satisfaction:** Meeting or exceeding customer requirements as outlined in agreements, with a focus on building lasting relationships.
- **Post-Sale Support:** Providing consistent, high-quality customer support and fostering collaboration with all stakeholders.
- **Continuous Employee Training:** Regular training and development to enhance staff skills, ensuring alignment with quality goals.
- **Proactive Problem Solving:** Investigating causes of non-conformities or customer complaints and taking effective corrective actions.
- **Resource Allocation:** Ensuring adequate resources (human, technological, and material) are available to meet operational needs and sustain quality improvements.

The **Management** of **Comidor** regularly reviews the effectiveness of the **QMS** and its quality objectives to adapt to new market demands, regulatory changes, and emerging industry trends, with the goal of continuous operational improvement.

All departments are responsible for fully embracing and implementing the processes required by the **QMS** in their daily operations. Moreover, the **Management** ensures that the **Quality Policy** is clearly communicated, understood, and applied by all employees. This commitment is reinforced through training programs, staff briefings, and regular team meetings.

By maintaining a strong focus on continuous improvement, **Comidor S.A.** is dedicated to offering high-quality products and services that support the sustainable growth of the business and meet the long-term needs of our customers.