

QUALITY POLICY

Comidor S.A., responding to the evolving digital landscape and aiming to optimize its organizational structure and internal processes for superior customer experience, has established and applies a **Quality Management System (QMS)** fully aligned with the requirements of the **International Standard ISO 9001:2015**.

The QMS of Comidor covers the **Design, Development, Implementation, Sales, and Technical Support of Software Applications**, ensuring compliance with Greek and European legal and regulatory requirements. It is designed to promote continuous improvement, operational efficiency, and customer satisfaction.

The **primary objective** of Comidor's QMS is to ensure that all processes contribute to the **delivery of innovative, reliable, and high-quality digital solutions**, tailored to the specific needs of each client, while supporting the company's strategic vision for sustainable growth and technological leadership.

To achieve these objectives, **Comidor A.E.** is committed to:

- **Compliance and Integrity:** Strict adherence to applicable legal, regulatory, and contractual requirements governing software design, development, and support.
- **Customer Satisfaction:** Understanding and fulfilling customer needs, exceeding expectations, and building long-term trust through service excellence.
- **Innovation and Continuous Improvement:** Encouraging innovation and systematically improving processes, products, and services to respond effectively to market evolution.
- **Employee Engagement and Competence:** Promoting a culture of quality and knowledge through ongoing staff training and professional development.
- **Effective Resource Management:** Ensuring the availability of sufficient human, technological, and material resources to support quality objectives.
- **Proactive Risk and Opportunity Management:** Identifying, analyzing, and addressing risks and opportunities that could impact quality performance and customer satisfaction.

The **Management of Comidor A.E.** reviews the QMS at regular intervals to assess its performance, ensure its continued suitability, and adapt to emerging technologies and business requirements, such as Artificial Intelligence (AI), Machine Learning (ML), and Process Automation.

All departments and employees are responsible for implementing and maintaining the principles of the QMS in their daily work. Management ensures that this Quality Policy is **communicated, understood, and applied** across the organization through awareness sessions, internal communication, and regular reviews.

By maintaining a strong commitment to **excellence, innovation, and continuous improvement**, **Comidor A.E.** is dedicated to delivering top-quality software solutions that empower organizations in their **digital transformation journey**, while ensuring long-term customer trust and business sustainability.

CEO
Skolarikis Spyridon

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