

## QUALITY POLICY

### **At MEGA BROKERS S.A., we are committed to the following:**

- Services and products rendered to our clients will fully satisfy and completely cover their needs as well as the applicable regulatory and legal requirements
- Orders or / and contracts with our clients will be implemented exactly as agreed and the Company will deliver in full all obligations it has respectively undertaken
- Our focus always remains on the continuous and complete satisfaction of our customers
- Immediate follow up to our customers' / partners' requests, concerns and problems
- Continuous improvement of our Quality Management System and our Company's operations

### **On the implementation of its Quality Policy the Company abides to the following principles:**

- Each employee is responsible for the quality of his / her own work and is fully informed of the Company's adopted Quality Management System and respective targets / KPIs set
- Our Company sets targets, provides adequate resources on their implementation and assesses results on the undergoing statistical analysis in the context of our continuous effort to further develop services and products delivered to our customers
- We provide adequate and suitable training to all our Company's personnel and the required equipment and appropriate infrastructure to properly and timely perform the tasks they are assigned to
- The Company has appointed a Quality Officer who has the organizational independence and authority to ensure that the Quality Management System is implemented and when required make the appropriate corrective actions
- Suppliers working with us abide by the Company's commitments to its customers and all its interested parties

All personnel and external partners (when required) are obliged to apply the Quality Management System falling within the scope of their activities.

### **The Company's strategic goals, are explained below:**

- High returns on business investments stemming from the Company's operations
- The Company's full compliance with legal and regulatory requirements
- Continuous Improvement of the Company's operations and of its offered services and products
- Competitive products and services
- Ensuring continuity and availability of offered services and products
- Constant monitoring of the efficiency and effectiveness of the Company's operations based on set targets and KPIs

**On behalf of MEGA BROKERS S.A.**

**IOANNIS CHATZITHEODOSIOU  
PRESIDENT & CEO**