



QUALITY POLICY

COVARIANCE P.C. responding to the requirements of modern business reality and aiming to improve its organizational structure and internal communication, always aiming at faster and better service to its customers, decided to design and apply a Quality Management System according to the requirements of the International Standard ISO 9001:2015.

The company applies a Quality Management System in line with the above Standard for the following Scope: Scientific Software Solutions for Artificial Intelligence and Data Analytics for Health Care and Insurance Services and was designed in accordance with the needs and objectives of the Company and the Legal and Regulatory Requirements of the current Greek and Community Legislation.

Satisfying and ensuring customer confidence through the fulfillment of defined quality standards and consistency in deliveries are basic principles of **COVARIANCE P.C.**

For the implementation of the above, the company is committed to comply with the legislative and regulatory framework, while at the same time the Management supports and continuously implements the Quality Management System of the company by establishing objective goals for Quality, based on the undivided and constructive cooperation of both its employees and its partners.

The basic principles as they are expressed within the company's Quality System procedures are:

- To meet the specified customer requirements as agreed through written contracts/agreements in order to increase their satisfaction.
- The continuous support of the customer after the sale as well as the constructive cooperation with all partners.
- The continuous updating and training of staff.
- Investigating causes of non-compliances or complaints and further determining corrective actions.

The principles of the System as well as the objective goals for quality are regularly reviewed by the company's Management in order to be adapted to the new needs and developments of the market, the legislative requirements and to achieve the objective of continuous improvement of the company's operations.

Through the continuous reviews of the above, the Management is in constant search to identify both human and logistical needs. Management is committed to providing the necessary resources to meet the needs as they arise and are shaped by existing situations to the best of its ability.

All departments of **COVARIANCE P.C.** have the responsibility to meet, assimilate and implement the procedures required by the Quality Management System through their daily activities.

It is also the responsibility of the Management of **COVARIANCE P.C.** to ensure that the Quality Policy is communicated, understood and implemented by all the Company's human resources, with the ultimate goal of continuous, steady development of its business activity with unwavering commitment to its principles and the continuous offer to its customers of services of excellent quality.

This Quality Policy shall be communicated to staff, made available to all interested parties and reviewed periodically by the Management of the Enterprise.

Athens, 01/06/2023

For **COVARIANCE P.C.**

NIKA ELISAVET