

INTRUM HELLAS REO SOLUTIONS S.A., a member of the Swedish Intrum Group, undertakes the support of recovering overdue receivables between companies. **INTRUM HELLAS REO SOLUTIONS S.A.** in order to optimize the services it provides, has established and implemented a **Quality Policy** which is aligned with and supports, the purpose and strategic direction of the organization in providing "Real Estate Management, Real Estate Agency Services, Business and Management Consultancy Services, Engineering Activities and Related Technical Consultancy, Rental and Management of Real Estate, Real Estate Appraisal Services". With the Quality Policy the company is committed:

- To provide quality services that will meet the requirements of clients as stated in orders and contracts.
- To ensure that the requirements and expectations of clients, taking into account the obligations arising from the contracts, and the legislative and regulatory requirements, have been identified and fulfilled with the aim of achieving their satisfaction.
- To employ personnel selected based on the criteria and requirements of each position, but also the willingness to participate in the company's vision.
- To implement a program of continuous education and training of personnel by specialized instructors.
- To utilize modern technology and constantly modernize the equipment used.
- To systematically monitor and maintain at a high level the degree of satisfaction of the clients.
- To implement systematically a quality control program in all phases of the company's activity.
- To establish measurable quality objectives which will be monitoring through the management review.
- To seek the continuous improvement of the company's performance.

In order to achieve the above, the company has documented and implements an Integrated Management System, in accordance with the requirements of **EN ISO 9001:2015**, standard which includes all activities that affect the quality of the services provided as well as its relations with clients.

The Integrated Management System is the tool for the development, improvement and further recognition of the company in the market and has the full support of the Management in matters of resources - means for its effective implementation and improvement.

The Quality Policy established by the company is available and understood by all personnel and it is their daily concern to fulfill it.

The Managing Director

04/03/2025