

STATEMENT OF QUALITY

The purpose of CITY CONSULTING is to provide reliable consulting services and, in general, to achieve and maintain the highest possible level of quality in all services provided and studies prepared. For this purpose, CITY CONSULTING studied and installed a Quality System according to the ISO 9001:2015 Standard, the relevant documents of the ESYD as well as any other specification related to the activities of the Laboratories.

The Management of CITY CONSULTING has overall responsibility for the Organization's activities.

The overall operation of CITY CONSULTING's sectors is based on the faithful application of the Quality System Procedures, and all personnel that affect quality have the required education and training for the adequate application of the procedures related to their job with an emphasis on the correct professional practice and for the quality of services, when serving its customers.

The Management of CITY CONSULTING is committed to supporting the operation of the Quality System in accordance with the requirements of the ISO 9001:2015 standard, providing all the means for the continuous quality upgrade of the services of its individual sectors, scientific development, the observance of excellent infrastructure and high level of human resources and the continuous improvement of the effectiveness of the Quality System, which is verified by reviewing clarified quality objectives.

Key features of the Quality Management System applied by the company are:

- the fulfillment of all legal requirements,
- compliance with the requirements of the ISO 9001:2015 Standard,
- the continuous improvement of the efficiency of the Management System Quality,
- securing the resources for the proper implementation of the Management System
- Quality and their optimal management,
- the continuous training of staff at all levels

The Management of CITY CONSULTING ensures that communication is carried out regarding the effectiveness of the Quality Management System and the importance of meeting the requirements of customers and others requirements, and the integrity of the Quality Management System is maintained, when changes to the System are planned and implemented.

The Management of CITY CONSULTING is committed to the implementation and continuous improvement of the effectiveness of the Quality Management System.

The Management and staff of CITY CONSULTING are free from any internal and external commercial, financial and other pressure and influence that could adversely affect the quality of their work.

The Management and staff of CITY CONSULTING have undertaken the commitment to comply with the requirements of the legislative framework [Regulation (EU) 2017/679 & Law 4624/2019, as amended and in force) for the management and protection of personal data .

Each employee must, by making use of the training provided to him and the means made available to him, comply with the procedures of the Quality System and contribute to its continuous consolidation and improvement by ensuring that he is updated with the documentation of the quality system and implements the policy and procedures at work.

STATEMENT

INFORMATION SECURITY POLICY

This IT security policy presents the commitments of the senior management of CITY CONSULTING for the development, support and improvement of the IT security management system for all its operations and the digital services and products provided. The information security policy and information security objectives have been established and are compatible with the strategic direction of the Agency.

The senior management of CITY CONSULTING recognizes the position of trust it holds in its clients and the responsibilities they assign to the protection of data and information at the heart of the services and solutions it provides for them.

CITY CONSULTING's senior management believes that the implementation and maintenance of a robust Information Security Management System (ISMS) is key to meeting these responsibilities, with the ultimate goal of protecting all business information assets within or under the management of CITY CONSULTING from internal or external threats, whether malicious or accidental.

Therefore, we have developed an ISMS based on risk assessment and based on the international standard ISO 27001:2022 to identify and control information security according to our customers' trust in us, best practices and all legal, regulatory and contractual requirements.

Our CSR is embedded in our work culture, day-to-day management and strategic direction, with all managers fully committed to its implementation and all staff receiving inclusion awareness training and regularly thereafter.

As part of this fully integrated approach, it is our policy to monitor the performance of our CSDP through monitoring targets and metrics, identifying opportunities for improvement and responding to extraordinary threats with

resources regularly reviewed to ensure that time, technology and budgets of staff are available to support it.

As part of this commitment to continuous improvement, it is our policy to conduct a full management review at least annually or when a need is identified to ensure compliance with ISO 27001 standards and the continued effectiveness of our EMS.

The Management of CITY CONSULTING is committed to the implementation and continuous improvement of the effectiveness of the IT Security Management System.

Each employee must, by making use of the training provided to him and the means made available to him, comply with the procedures of the Quality System and contribute to its continuous consolidation and improvement by ensuring that he is updated with the documentation of the IT Security Management System and to applies the policy and procedures at work.

OCCUPATIONAL HEALTH & SAFETY **DECLARATION**

In the company "CITY CONSULTING", the main principle and commitment of the Top Management is the protection of the health of the employees, and the full compliance of its operation with the relevant legislative and regulatory provisions. In this context, an integrated Quality Management System has been developed and implemented, which fully meets the requirements of the ISO 45001:2018 Standard.

The management of the company, through regular and extraordinary meetings, identifies and ensures the availability of the resources required for the proper operation of the System and, at the same time, sets measurable, objective goals for the environment, which it constantly monitors in order to ensure, on the one hand, the adequacy, the efficiency and continuous improvement of the System and, on the one hand, the appropriateness of this Policy.

In particular, the company "**CITY CONSULTING**" undertakes to:

- The continuous information, training and awareness of all employees on Environment, Health and Safety at Work issues.
- The continuous and systematic recognition and assessment of all possible risks, deriving from the execution of the tasks (regular and non-regular) as well as the reduction and control of their risk through the implemented measures, the taking of corrective and preventive measures, the appropriate organization and of providing the required resources.

- The avoidance of any kind of accidents that have an impact on the Environment & Health and the prevention of diseases and accidents related to the workplace.
- The minimum possible burden on the working environment through the optimal use of the Organization's natural and energy resources,
- ensures that the staff is aware of their responsibilities, in accordance with the Occupational Health & Safety Management System, as well as being aware of environmental protection issues,
- communicates its policy to employees, business partners and the social environment.

THE GENERAL MANAGER OF
CITY CONSULTING

Athens, 01 April 2023