

QUALITY POLICY

All employees of PANTIMELESS MON IKE, Management and Staff, are committed to operating within the framework of applicable regulations and current legislation, with the fundamental and non-negotiable goal of fully and consistently satisfying stakeholders through the existence and operation of Independence, Impartiality, Objectivity, and Confidentiality in the services provided.

This commitment is realized through the development and implementation of a Quality Management System, which fully complies with the requirements of ISO 9001:2015 and Ministerial Decision Δ3(α)4822/2025 and is based on the following principles:

- A systematic effort to understand:
 - The Company's operating environment and changes therein.
 - The current and future needs of its customers, and
 - The applicable legal and regulatory environment,
- Research aimed at identifying and recognizing the sources of risks and assessing the risks arising for personnel, facilities, suppliers, subcontractors, and all those affected by its operations, and the identification and implementation of measures to prevent, reduce, or control these impacts.
- Providing guidance and exercising control by its Management to ensure the shared commitment of all its executives to its mission and objectives, and creating an internal environment that enables their active participation in the effort to achieve its objectives.
- Active participation of the workforce, leveraging their capabilities for the benefit of the Company, and practical recognition of their contributions.
- Adopting an approach that views all of the Company's activities as processes and managing these processes as a unified system of interrelated processes, thereby ensuring the achievement of its objectives.
- Establishing the continuous improvement of the Company's overall performance as a permanent objective.
- Making decisions based on the analysis of data collected through the implementation of the Quality Management System.
- Establishing mutually beneficial relationships with its suppliers.
- Effective and efficient handling of potential objections and complaints.

Chalandri, 13th of February 2026



George Mertikas
General Manager