

QUALITY POLICY

Hellas Sat is committed to the reliable provision of services to its customers and to their complete satisfaction, within an organizational environment aimed at the continual improvement of the efficiency and effectiveness of the System. The Company treats all its customers on the same basis, considering that they all have high quality requirements that must be met.

Within the framework of the Quality Policy, Management establishes specific key quality objectives, which are reviewed at regular intervals and aim at:

- Improving the quality of the services and products offered to customers.
- Improving the speed of customer service.
- Reducing problems.
- Reducing customer complaints and improving customer satisfaction.
- Confirming that the Company's processes operate effectively.

For the implementation of the Quality Policy, the Company operates according to the following principles:

- Each employee is responsible for the quality of their work.
- All employees are fully informed about the Company's Quality Management System and ensure its implementation, under the supervision and guidance of Management and the Quality Management Representative.
- The Company provides all required resources (equipment, materials, training) for the achievement of the quality objectives.
- All activities that may affect quality are planned and implemented in accordance with the established Procedures, which have been developed based on the process approach of the Quality Management System.
- All monitoring and control data are analyzed and used as part of a continual effort to improve the Quality Management System.

The Company has appointed a Quality Management Representative who reports to Management and has the authority and organizational independence to ensure that the Company's Quality Management System operates and is maintained in accordance with ISO 9001:2015.

INFORMATION SECURITY POLICY

HELLAS SAT recognizes that the security of its information, information systems and infrastructure is a fundamental prerequisite for uninterrupted operations, the reliability of its services and the achievement of its business objectives.

Top Management is committed to the implementation and continual improvement of an effective Information Security Management System (ISMS) in accordance with the requirements of ISO/IEC 27001:2022, ensuring that information security requirements are integrated into business processes and aligned with the Company's strategic direction.

Within this framework, HELLAS SAT is committed to:

- protecting the confidentiality, integrity and availability of information and related information assets;
- systematically identifying, assessing and treating information security risks;
- complying with applicable legal, regulatory, contractual and other requirements;
- establishing and monitoring appropriate information security objectives;
- providing the necessary resources for the effective operation and improvement of the ISMS;
- clearly defining and communicating the relevant roles, responsibilities and authorities;
- ensuring appropriate information, training and awareness for its personnel and partners;
- protecting critical information, systems and infrastructure against threats, unauthorized access, loss, alteration or disruption;
- effectively managing information security incidents; and
- continually improving the suitability, adequacy and effectiveness of the ISMS.

Compliance with information security requirements is the responsibility of everyone working for or on behalf of HELLAS SAT.

This Policy provides the framework for establishing and reviewing information security objectives, is communicated within the Company, is made available to relevant interested parties where required, and is reviewed periodically to ensure its continuing suitability.

ENVIRONMENTAL MANAGEMENT POLICY

It is the Company's Environmental Policy and commitment to operate with respect for and protection of the Environment from the impacts of all its activities. To this end, the Company has established and maintains an Environmental Management System in accordance with the requirements of ISO 14001:2015, continually improving its effectiveness and performance.

Specifically, in order to achieve this purpose, the Company is committed to:

- Systematically monitoring and complying with relevant Greek and European Union environmental legislation, as well as other requirements applicable to its activities.
- Maintaining all permits that may be required in relation to environmental protection.
- Identifying, analyzing and evaluating environmental aspects, while making continual efforts to limit the adverse environmental impacts of its activities, with the aim of preventing or minimizing environmental pollution.
- Operating its facilities in a manner aimed at conserving natural resources.
- Ensuring the continual training, education and motivation of its personnel so as to develop environmental awareness and responsibility.
- Developing and implementing Environmental Management Programs to minimize the environmental impacts arising from its activities.
- Periodically monitoring the implementation of all measures and processes in order to ensure, to the extent possible, their effectiveness.
- Informing its contractors, suppliers and partners about the Environmental Policy and seeking their compliance with environmental protection requirements in relation to activities carried out during their cooperation with the Company.
- Periodically evaluating performance in achieving its environmental objectives, so as to achieve their continual improvement.

Company Management has appointed the Environmental Management Representative as its representative for Environmental Management, with the authority and responsibility for implementing and maintaining the Environmental Management System. In this context, the Representative reports to Management on the performance of the System, including recommendations for its improvement.

This Policy is reviewed, updated and improved annually in accordance with Management decisions.

BUSINESS CONTINUITY POLICY

Company Management is committed to ensuring the Company's ability to plan and act in the event of incidents and operational disruptions, so that it can continue its mission at an acceptable and predefined level. As part of this commitment, the Company continually examines potential threats and the impacts they may have on its operations, collecting and using the relevant information with the aim of:

- Protecting employee safety as the highest priority.
- Mitigating the risk associated with the partial or total loss of business continuity.
- Protecting Company property.
- Recovering as quickly as possible with the aim of continuing to meet customer needs.

The Company has developed effective means of responding to incidents and operational disruptions that cannot be completely eliminated, thereby protecting the interests of interested parties, its reputation, its standing in the market and the activities that add value to its work. At the same time, it complies with all necessary legal and regulatory requirements of the State and implements procedures to maintain compliance with them and to continue its operations.

The Company is committed to its preparedness, the development of the required plans, informing and training personnel on them, and ensuring full readiness to respond to customer requirements and restore normal operations within the required timeframe in the event of a significant disruption to its operations, so that its business objectives are met.

To support the achievement of its objective, the Company has established a Business Continuity Management System that meets the requirements of ISO 22301:2019.

Within the framework of implementation of the Management System, Management has appointed the Management Systems Manager as its representative, who has the authority and organizational independence to ensure that the Company's System operates and is maintained in accordance with ISO 22301:2019.

This Policy is reviewed annually and improved in accordance with Management decisions.

OCCUPATIONAL HEALTH AND SAFETY POLICY

The Company's policy on Occupational Health and Safety is the continual participation of all employees in accident prevention, as well as strict adherence to health and safety procedures.

Recognizing the primarily social and secondarily economic dimension of accidents and occupational diseases, Company Management adopts this Policy, through which it aims at:

- Minimizing the risks associated with identified hazards by implementing preventive systems and measures to control them and protect employees and Company facilities.
- Continuously monitoring and reviewing its activities in order to identify new potential hazards and promptly implementing measures to eliminate them or minimize the associated risks.

By meeting the above conditions, the Company aims to eliminate, so far as is reasonably practicable, any potential hazard and/or hazardous situation that may cause harm to human health.

To achieve the above objectives, the Company is committed to:

- providing the required leadership and guidance to ensure a healthy and safe working environment;
- developing, establishing and implementing a comprehensive Occupational Health and Safety Management System in accordance with the international standard ISO 45001:2018;
- providing appropriate and adequate occupational health and safety training and information to its personnel through dedicated seminars and suitable work instructions/procedures;
- continually monitoring, documenting and evaluating Occupational Health and Safety conditions, as well as reviewing this Policy with the aim of continually improving the level of safety;
- providing the necessary resources and ensuring the means required to achieve the above objectives, which will promote safe working conditions and the efficient operation of the Company;
- preventing occupational accidents and occupational diseases.

The Company considers it a given that each employee will make every reasonable effort to fulfil their own responsibilities and obligations, responding to the Company's commitment and thereby contributing to the implementation of this Policy. Employees are required to use the personal protective equipment provided and to follow work procedures and safety rules. They are also required to participate actively, through regular consultation, by making improvement proposals for the advancement of Occupational Health and Safety, so that Management, in direct cooperation with personnel, may make use of these proposals when taking decisions in support of the commitment to continual improvement in Occupational Health and Safety management and performance.

The joint commitment of Management and employees to compliance with this Policy will provide safe working conditions for mutual benefit. The same applies to every contractor or supplier of the Company.

Within the framework of implementation of the Management System, Management has appointed the Occupational Health and Safety Manager (OHS Manager) as its representative, who has the authority and organizational independence to ensure that the Company's System operates and is maintained in accordance with ISO 45001:2018.

This Policy is reviewed annually and improved in accordance with Management decisions.