

QUALITY POLICY

The primary objective of Hellamco's Quality Management System is to establish a foundation for the continuous improvement of the effectiveness of its processes, always aiming at the continuous satisfaction of the needs and expectations of its customers to the highest possible degree.

To achieve the above, the Management consistently supports and implements the fundamental principles and rules governing the Company's Quality Management System, establishing objective quality goals based on the wholehearted and constructive cooperation of both its employees and partners.

The key principles, as expressed within the Company's Quality System processes, are:

- Compliance with the legislative and regulatory framework governing the Company's operations. Special emphasis is given to the management of personal data of patients maintained by the Company. Adherence to pre-defined customer requirements as agreed through written contracts/agreements with the aim of increasing their satisfaction.
- Compliance with the requirements of Ministerial Decision D3(a) 4822/2025 concerning the "Establishment of a Quality System for Medical Device Distribution Companies" as well as the requirements of standards EN ISO 9001:2015, EN ISO 13485:2016, ISO 37001:2016 anti-bribery policy, and EU regulations 2017/745 & 2017/746.
- Continuous support of the customer after the sale, along with constructive collaboration with all suppliers.
- Continuous training and updating of personnel.
- Investigation of the causes of non-conformities or complaints and management of every deviation.
- Operation with environmentally friendly practices and in accordance with legal and regulatory requirements related to climate change.

The system's principles and the quality objectives are reviewed periodically by the Company's Management to adapt to new needs and developments in the commercial world, legislative requirements, as well as to achieve the goal of continuous improvement of the Company's operations.

Through these regular reviews, Management continuously seeks to identify both human and material needs. Management commits to providing the necessary resources to meet these needs as they arise and develop, to the fullest extent of its capabilities.

All departments of Hellamco bear the responsibility to respond, assimilate, and implement the processes required by the Quality System through their daily activities.

Additionally, it is the responsibility of Hellamco's Management to ensure that the Quality Policy is communicated, understood, and applicable by all the Company's human resources, with the ultimate aim of the continuous, steady growth of the business activity, with unwavering dedication to its principles and continuous provision of excellent quality products and services to its customers.

The Chief Executive Officer

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