



## Appendix 1: Policy

The top management of Rainno is committed to:

- Meet customers' requirements, to undertake appropriate action to increase their satisfaction and to fully comply with the statutory and regulatory requirements related with the Company's activities.
- Ensure the continuous improvement of the Quality Management System in accordance with ISO 9001.
- Develop knowhow in new areas and thus to be able to provide high level services to its customers.
- Monitor and, when needed, to adjust the course of the Company, by establishing and systematically assessing objectives and indicators.
- Modify, when needed, the present Quality Policy, thus ensuring its continuous suitability.
- Provide the personnel with the required training and the appropriate work environment.
- Ensure the availability of the resources needed for the Company's smooth operation.
- **Operate in a transparent way.**

The quality objectives are the following:

- Meeting of customers' requirements and expectations.
- Keeping of projects timetables.
- Effective and efficient projects implementation.
- Continuous improvement of financial results.
- Continuous improvement in all areas.

General Manager – 01.02.2024

**Grigoris Chatzikostas**