

## **QUALITY, ENVIRONMENT, INFORMATION SECURITY, DATA PRIVACY, OCCUPATIONAL HEALTH & SAFETY, ANTI-BRIBERY, BUSINESS CONTINUITY AND SERVICE MANAGEMENT POLICY**

**PLANET S.A.** is active in the field of consulting services and design, implementation and management of IT projects, having set high goals in a wide corporate clientele and social field with respect to the quality of services, the environment, health and safety at work, professional ethics and ethical behavior, information security, data protection, business continuity and service management.

The company's Management is committed to:

- Full satisfaction of customer needs
- Providing high quality products and services, taking into account their environmental footprint and best practices for information security and business continuity
- Compliance of products – services with applicable legislative and regulatory requirements, including commitments arising from the conclusion of agreements with customers, as well as legislation on the environment, health and safety at work, anti-bribery and business continuity.
- Compliance with national and European legislation on data protection
- Combating all kinds of corrupt professional behavior and any form of bribery
- The elimination of the hazards and reduction of occupational health and safety risks in order to provide safe and healthy working conditions for the prevention of work-related accident and health problems.
- Compliance with the requirements of the international standards **ISO 9001:2015, ISO 14001:2015, ISO 27001:2013, ISO 45001: 2018, ISO 37001:2016, ISO 27701:2019, ISO 22301:2019 and ISO 20000-1:2018.**

The above are achieved through:

- the setting of appropriate objectives through relevant procedures, consultations and as a result of the business strategy, the continuous monitoring, review and achievement of the objectives, objectives and specific indicators of the performance of the Management Systems
- the establishment and implementation of environmental programs and plans to deal with threats to information security, data protection impact assessments and business continuity plans
- the commitment to make available the required resources for the continuous improvement of company activities
- ensuring that business continuity plans and capabilities are up to date, realistic, and tested in the context of an approved business continuity strategy.
- the development and maintenance of a modern technological working environment
- ensuring the confidentiality, integrity and availability of critical information by establishing a methodology for identifying, evaluating and mitigating threats/risks
- ensuring data privacy by establishing a methodology to assess the impact of data processing by design and by default.
- the prohibition of bribery
- the adoption of a Code of Conduct that describes the ethical, honest and upstanding behavior that the company expects from its employees, as well as the way in which it conducts business activities with its customers, suppliers and partners



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- encouragement to report suspicions of bribery, in good faith or on the basis of good faith, confidentially and without fear of retaliation
  - defining the competence and independence of the Management Systems Coordinator
  - the establishment of a Committee for Compliance and Investigation of Bribery
  - informing and encouraging its staff for their active participation, on an individual and group level, in improving the working environment and in environmental protection actions in their field of activity.
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- the flawless cooperation among the management and the personnel of the company on the direction of continuous improvement
  - the creation of a robust and transparent mechanism for requesting access to data issues
  - pollution prevention
  - defining, creating, implementing, maintaining and updating a service management plan, which takes into account the organization's objectives in relation to service management, service requirements (internal and external), risks, opportunities and prompts of relevant standards.
  - the continuous improvement of Management Systems and provided services
  - the continuous effort to provide quality services with the ultimate goal of increasing customer satisfaction and improving competitiveness.
  - the promoting of consultation and participation of workers, as well as workers' representatives in occupational health and safety issues.

The total commitments of the company and the present policy are verified on a daily basis through the practices adopted and applied according to the development and risk identification strategy of **PLANET S.A.**

The policy and parameters affecting the performance of the Systems for Service Management, Quality, Environment, Occupational Health and Safety, Information Security, Data Privacy Management, Anti-Bribery and Business Continuity are updated during the annual reviews of the Systems.

At **PLANET A.E.**, we are committed to always applying this policy. We make efforts to ensure that communication channels are always available. For any concern, report or complaint regarding this Policy, the interested parties can contact us via the email: planet@planet.gr It is noted that the reports can be submitted anonymously in order to give full freedom of expression.

For PLANET S.A.

**PLANET A.E.**  
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