



PLANET

Policies on Quality, Environment, Information Security and Combating Bribery

of PLANET S.A.



PLANET S.A. operates in the field of consulting services specializing in the study, implementation and management of projects. PLANET S.A. has set ambitious goals across a broad corporate client base and within the wider social landscape, always guided by a strong commitment to: service quality, environmental responsibility, energy management, 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:

- Fully satisfying customer needs
- Providing high-quality products and services, while minimizing environmental impact and applying best practices in information security and business continuity
- Ensuring compliance with all relevant legal and regulatory requirements, including:
 - Commitments under customer agreements
 - Environmental, health, and safety laws
 - Anti-bribery legislation
 - Business continuity regulations
- Complying with both national and EU data protection laws
- Preventing and addressing all forms of corruption and bribery
- Minimizing risks and reducing hazards to health and safety at work by preventing accidents and health problems, providing safe and healthy working conditions
- Continuously improving energy performance through the implementation of an Energy Management System and environmentally responsible practices Ensuring compliance with the following international standards:
 - **ISO 9001:2015** – Quality Management
 - **ISO 14001:2015** – Environmental Management
 - **ISO 27001:2022** – Information Security
 - **ISO 45001:2018** – Occupational Health & Safety
 - **ISO 50001:2018** – Energy Management
 - **ISO 37001:2016** – Anti-Bribery Management
 - **ISO 27701:2019** – Data Privacy
 - **ISO 22301:2019** – Business Continuity
 - **ISO 20000-1:2018** – IT Service Management.

PLANET S.A. achieves its goals and commitments by:

- Setting appropriate objectives aligned with business strategy, using structured procedures and ongoing monitoring of performance indicators within our Management Systems
- Developing and implementing environmental and information security programs, data protection impact assessments, and comprehensive business continuity plans
- Allocating sufficient resources for the continuous improvement of all company activities
- Ensuring that the company's business continuity plans and capabilities are up-to-date, realistic and have been tested within the context of an approved business continuity strategy
- Creating and maintaining a modern technological work environment



- Ensuring the confidentiality, integrity and availability of critical information by establishing a methodology for identifying, assessing and mitigating threats/risks
- Ensuring data confidentiality by establishing a methodology for evaluating impact of data processing by design and by default
- Prohibiting all forms of bribery
- Adopting a Code of Conduct that reflects honesty, sincerity, and integrity—governing employee behavior and business practices with customers, suppliers, and partners
- Encouraging the reporting of suspected bribery, in good faith or based on reasonable faith, with confidentiality and without fear of retaliation
- Ensuring the competence and independence of the Management System Coordinator
- Establishing a Compliance and Bribery Investigation Committee
- Informing and encouraging the company's staff to actively participate, at an individual and group level, in improving the working environment and in environmental protection actions in their field of activity
- Promoting strong collaboration between management and employees in support of continuous improvement
- Ensuring transparent, secure access to data and information as needed
- Preventing pollution and minimizing environmental impact
- Designing and operating facilities with energy efficiency, climate change policies and resource conservation over the full service life cycle
- Supporting the procurement of energy-efficient products and services
- Performing annual assessment of energy performance and redefining energy goals to drive continuous improvement
- Training, motivating and raising staff awareness of best practices for environmental protection and reducing energy consumption
- Defining, creating, implementing, maintaining and updating a service management plan, which considers the organization's objectives in relation to service management, service requirements (internal and external), risks, opportunities and the prompts of the relevant standards
- Pursuing the continual improvement of Management Systems and the services provided
- Maintaining a commitment to service quality to enhance customer satisfaction and competitiveness
- Actively consulting with and involving employees and their representatives on health and safety matters at work.

All commitments outlined in this policy are reflected daily in the practices and strategies of PLANET S.A., particularly in our approach to development and risk identification.

This policy, along with all factors influencing the performance of our Quality, Environment, Energy, Occupational Health and Safety, Information Security, Data Protection, Anti-Bribery, Business Continuity, and Service Management Systems, is reviewed annually during the Management System review process and updated as needed.

Communication Channels

At PLANET S.A. we are committed to implementing this policy, we make efforts to ensure that communication channels are always available. For any issue, concern, report or complaint regarding



this policy, interested parties can contact the email: planet@planet.gr It is noted that reports can also be submitted anonymously in order to give full freedom of expression.

For PLANET A.E.

Marousi, 01.07.2024

Christos Giannakopoulos
Legal representative, Chairman of the Board
and Managing Director