

The basic principle and commitment of the Management of **UNIVERSAL EDUCATION S.A.**, as well as the effort of each of its staff, is to provide high-quality professional training programs that fully cover the requirements and expectations of the trainees and align with the modern needs of the labor market and with the applicable legislative and regulatory provisions.

To achieve the above, we have developed and implemented a Quality Management System, which is able to fully meet the requirements of the international standard ISO 9001:2015, and we provide all the necessary resources for its operation. The effort to continuously improve the effectiveness of the System is our basic commitment.

The company's Management, through the regular and extraordinary meetings it has established for the review of the System, sets measurable objective goals for the improvement of quality, consistent with this Policy, which it constantly monitors and adjusts, using appropriate indicators, to ensure their adequacy and effectiveness. At the same time, it reviews suitability and, if necessary, revises this Policy, so that it always remains up-to-date and keeps pace with operational, technological and legislative developments.

General objectives from the implementation of the System are:

- the increase of participation in education and training activities and the consequent contribution to the integration or reintegration or retention of trainees in the labor market
- the continuous improvement of professional training programs, so that they are aligned with modern needs and developments of the labor market and with the particular needs of the
- trainees the effective connection of theory with practice, to provide integrated knowledge, abilities and skills to the



- trainees the creation of stable, long-term relationships with the trainees take holders, the trainers and, in general, our partners, with a view to the common benefit,
- the selection of suitable people, tools / means, procedures and methodologies, in order to increase the quality of the provided professional training services and the satisfaction of our trainees.

In order to achieve the company's goals, the involvement of all employees and the development of initiatives, from all the staff, is considered necessary, therefore, giving the staff the opportunity to express themselves and submitting improvement proposals from them is considered particularly important for the improvement of of our operation, but also for the strengthening of the spirit of participation and cooperation. & CEO