

## Quality Policy Statement

The primary objective of Fluenta Europe Ltd. is to become a market leader in Hungary and a significant regional player in the B2B market with its procurement support and process automation IT solutions.

We are committed to meeting our clients' needs with the most advanced technological solutions available, at the highest standards, and in a sustainable manner. In our decisions, we strive to create a balance between customer and social expectations, environmental and climate protection, as well as information security through our activities.

Our company possesses high-level market knowledge and accumulated expertise in various procurement topics, along with technological solutions supporting processes that can be immediately made available to customers and result in significant savings even in the short term.

### **The main quality policy objectives of Fluenta Europe:**

- Maintaining and enhancing customer satisfaction – providing customized IT and consulting services that our clients need and that ensure high-level collaboration,
- Strengthening our service position by improving the economy and efficiency of service processes,
- Continuous innovation in terms of efficiency, sustainability, environmental awareness, and information security,
- Developing human resources based on highly trained and experienced professionals,
- Preserving and continuously developing our service provider network.

### **To achieve the above objectives, Fluenta Europe applies the following tools:**

- Operates an integrated management system according to MSZ EN ISO 9001:2015 and MSZ ISO/IEC 27001:2022 standards, applicable to all service activities and processes of the Company,
- Pays special attention to avoiding environmental damage, keeping the effects of climate change at a low level, preventing environmental pollution, and is committed to improving its environmental, social, and corporate governance (ESG) performance,
- Supports its employees to be efficient and professionally highly qualified, as this ensures the company's long-term success,
- Defines quality requirements in all work processes and positions, and creates conditions for their compliance,
- Ensures continuous development of the established integrated management system and regular monitoring of compliance with quality standards,
- Creates an open and helpful atmosphere to solve emerging quality issues,
- Performs professional and technological developments, and continuously expands and improves efficiency and service quality through learning about and applying best practices.

**Employee responsibility is a key element of the quality policy:**

- Every employee in our organization is responsible for implementing quality requirements in their own work.
- Managers are responsible for enforcing quality policy objectives within our Company and for complying with the requirements of the integrated management system.

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