

Quality Policy Statement

The primary objective of Fluenta Europe Kft. is to become the market leader in Hungary and a significant regional player with its enterprise and inter-enterprise process management systems, as well as its AI-based automation and optimisation solutions. Our key focus areas include procurement and supply chain processes, and more broadly, the IT support and continuous improvement of entire corporate operations.

We are committed to meeting our clients' needs with the most advanced technological solutions available, at the highest standard and in a sustainable manner. In our decision-making, we strive to strike a balance between customer and societal expectations, environmental and climate protection, and information security.

Our company possesses a high level of market knowledge and accumulated expertise across various procurement topics, as well as the technological solutions to support these processes — solutions that can be made immediately available to clients and deliver significant savings in the short term.

Fluenta Europe's main quality policy objectives:

- maintaining and enhancing customer satisfaction — providing tailored IT and advisory services,
- broad application of AI-based automation and optimisation in client processes to improve efficiency and competitiveness,
- strengthening our service position by improving the cost-effectiveness and efficiency of service delivery processes,
- continuous innovation in the spirit of efficiency, sustainability, environmental awareness, and information security; with particular attention to the responsible application of AI and automation technologies,
- developing the human resource base of highly trained and experienced professionals, with particular focus on AI and process automation competencies, and maintaining and continuously developing our network of service partnerships.

In order to achieve the above objectives, Fluenta Europe employs the following measures:

- operates an integrated management system compliant with MSZ EN ISO 9001:2015 and MSZ ISO/IEC 27001:2022 standards, covering all service activities and processes of the Company,
- pays particular attention to avoiding environmental damage, minimising the effects of climate change, and preventing environmental pollution; is committed to improving its environmental, social and governance (ESG) performance;
- supports its employees in being effective and professionally highly trained, as this ensures the long-term success of the company,
- defines quality requirements for every process and role, and creates the conditions for their compliance,
- ensures the continuous development of the integrated management system and regular monitoring of compliance with quality standards,

- creates an open and supportive environment for resolving quality issues as they arise,
- carries out professional and technological development, and continuously expands and improves its efficiency and service quality through learning and applying best practices.

A defining element of the quality policy is employee responsibility:

Every employee of our organisation is responsible for implementing quality requirements in their own work.

Managers are responsible for enforcing the quality policy objectives within the framework of our Company and for ensuring compliance with the requirements of the integrated management system.

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Fluenta Europe Kft.
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