

INTEGRATED MANAGEMENT SYSTEMS (IMS) GENERAL POLICY

NEUROPUBLIC S.A. is an innovative IT and technology company specializing in the development of integrated information systems and high-demand applications in Web and Cloud environments.

Maintaining high standards in quality, information security, personal data protection, business continuity, and environmental management is of high importance to the company. NEUROPUBLIC provides the necessary resources and has established and implements an Integrated Management System (IMS), encompassing Quality (ISO 9001:2015), Information Security (ISO 27001:2022), Personal Data Protection (ISO 27701:2019), Business Continuity (ISO 22301), and Environmental Management (ISO 14001), fostering a culture of continuous improvement.

With the objective of achieving operational excellence, the company is committed to:

1. **Delivering high-quality products and services**, aiming at continuous improvement of operations and performance, to fully meet the requirements and expectations of stakeholders, including customers, suppliers, shareholders, partners, employees, and society.
2. **Operating with legality and transparency**, following lawful behavior and fully complying with legal, regulatory, contractual, or other requirements.
3. **Safeguarding and maintaining confidentiality, integrity, and availability of information**, protecting information systems and data from any potential threat.
4. **Protecting personal data** of customers, partners, and employees, fully complying with the General Data Protection Regulation (GDPR), Law 4624/2019, and ISO 27701 requirements.
5. **Ensuring business continuity** by establishing appropriate measures and plans for the prevention, management, and recovery from incidents, ensuring the continuity of critical company operations (ISO 22301).
6. **Systematically managing the environmental aspects and impacts** of its activities, products, and services (ISO 14001), aiming at compliance with environmental legislation, pollution prevention, and the improvement of environmental performance.
7. **Setting measurable objectives** aligned with the company's strategic directions, promoting the continuous improvement of processes.
8. **Addressing risks and opportunities** by adopting a proactive approach through the identification and management of risks related to quality, information security, the protection of personal data, business continuity, and environmental impacts.
9. **Promoting ongoing awareness and training of personnel** to ensure understanding and effective implementation of the policies and procedures of the Integrated Management System.

HEADQUARTERS

6 Methonis str.
Postal Code 185 45, Piraeus
T. 210 410 1010
F. 210 4101013

NORTH GREECE OFFICES

27 Georgikis Scholis Avenue, Pylaia,
Thessaloniki, 57001
T. 2310 383 260 & 2310 262 143
F. 2310 527 515

E. info@neuropublic.gr
W. www.neuropublic.gr

ADDITIONAL MANAGEMENT SYSTEMS POLICY

NEUROPUBLIC S.A., committed to providing high-quality services, continuously improving its processes, and promoting ethical conduct across all its activities, recognizes the importance of effective IT service management, the provision of quality learning services, and the prevention of corruption. In this context, it establishes, implements, and maintains an IT Service Management System (ISO/IEC 20000-1:2018), a Learning Services Management System for Non-Formal Education (ISO 29993:2017), and an Anti-Bribery Management System (ISO 37001:2025).

Guided by the principles of responsibility, transparency, and quality in all aspects of its operations, the company is committed to:

1. **Providing effective and reliable IT services**, emphasizing the assurance of service consistency, availability, and quality, while continuously improving service management processes (ISO/IEC 20000-1:2018).
2. **Delivering high-quality learning services for non-formal education**, ensuring service suitability, achievement of learning outcomes, and enhancement of participant experience in accordance with international quality standards (ISO 29993:2017).
3. **Maintaining an ethical and transparent work and business environment**, combating all forms of corruption and bribery through the implementation of policies and procedures aimed at preventing corruption at all operational levels (ISO 37001:2025).

DATA SECURITY COMMITMENT POLICY FOR PAYMENT CARD INFORMATION

NEUROPUBLIC S.A. declares its commitment to the protection of cardholder data and compliance with the requirements of the PCI DSS (Payment Card Industry Data Security Standard). We provide the necessary resources, actively support the implementation of security controls, and ensure that personnel are trained and adhere to relevant policies and procedures. Compliance with PCI DSS constitutes an essential element of the company's information security strategy.

The Integrated Management System Policy, the Additional Management Systems Policy, and the Data Security Commitment Policy for Payment Card Information are reviewed regularly by Management to ensure they remain appropriate, adequate, and effective.

Roza Gargalakou,
CEO
11/02/2026

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