PRIMAL ADVISORS

QUALITY POLICY

PRIMAL ADVISORS", which operates in :
- Provision of Advisory Services on Real Estate
- Provision of Real Estate Brokerage Services
- Provision of Real Estate Investment Management Services.

It is governed by the principles reflected in the Quality Management System based on the requirements and specifications defined by the international standard ISO 9001:2015. Based on these principles, all employees of "PRIMAL ADVISORS", Management and Staff, are committed to operate within the framework of the applicable regulations and legislation in force, having as a basic and non-negotiable objective the full and consistent satisfaction of its Customers and by doing so looking forward to the continuous improvement of the Company's position in the market and their own economic, professional and social development.

This commitment is implemented through the development and implementation of a Quality Management System, which fully complies with the requirements of the ISO 9001:2015 Standard and is based on the following principles:

- Understanding the existing and future needs of its customers, meeting their requirements and seeking to exceed their expectations
- Providing direction and control by its Management for the common commitment of all its Executives to its mission and objectives and creating an internal environment that enables their active participation in the effort to achieve its objectives
- Active participation of human resources, utilization of their potential for the benefit of the Company and practical recognition of their contribution
- Adopting a process approach to all the Company's activities and managing these processes as a single system of interrelated processes, ensuring the achievement of the Company's objectives
- Establishing continuous improvement of the Company's overall performance as a permanent objective
- Making decisions based on the analysis of data, risks and opportunities collected from the implementation of the Quality Management System
- Establishing mutually beneficial relationships with its Suppliers
- Utilizing the results from the analysis of risks and opportunities and from the way it operates to make decisions and eliminate and prevent undesirable situations, with the aim of continuously improving its services and the way it operates
- and in the continuous strengthening of its market position

Kifissia 15th of December 2024

Konstantinos Athanasiou
General Manager