

Quality Policy

Avis Budget Greece

Avis Budget Greece's approach to quality is conveyed through the Quality System, which creates the framework for the constant improvement of the Company's operations as a means of satisfying to the maximum possible extent the requirements and expectations of stakeholders. The driving force of the Company is continuous improvement at all levels; with this goal risk analysis consists of non-conformities but also, opportunities, and is monitored through quality objectives. Possible deviations lead to corrective and improvement actions.



The **Company's Quality Strategy** includes:

- ⦿ Providing high quality services emphasizing on reliability, accuracy, on-time delivery, and top performance
- ⦿ Performing all tasks according to the highest quality standards
- ⦿ Meeting customer requirements
- ⦿ Selecting and retaining partners and suppliers based on business ethics, reliability, and sustainability
- ⦿ Building strong and long-term business relationships with its customers and business partners, based on mutual trust, respect and professionalism
- ⦿ Keeping its commitments to all stakeholders and delivering what it promises, guided by excellence and innovation
- ⦿ Managing any changes that take place within the company and which may have an impact on the quality of services provided
- ⦿ Improving its services and pursuing innovations that will offer competitive advantage and will add value for its customers
- ⦿ Maximizing operational efficiency and profitability of the business
- ⦿ Focusing on its human resources as the most important pillar of the company and leverage collective ingenuity



For the effective implementation of the Quality Strategy, the Company has set the following **Objectives:**

- ⊙ Compliance with customer specifications, standards, and all applicable legislative and regulatory requirements
- ⊙ High quality, competitiveness and availability of services and support we offer to its customers
- ⊙ Elimination of customer complaints regarding services provided
- ⊙ Productivity improvement by maintaining the highest possible quality of services
- ⊙ Reliability in all company's activities and actions thus ensuring its successful course
- ⊙ Strict implementation of the quality assurance system in software development activities
- ⊙ Hiring qualified staff and provide continuous training
- ⊙ Full implementation of the Quality Management System designed according to the international standard ISO 9001:2015
- ⊙ Increased efficiency of the operational procedures of the Quality Management System.



In order to achieve the above, the Company **Commits** to the following principles:

- ⊙ Ensures excellent communication between High and Medium Management as well as among peers
- ⊙ Selects specialized executives and provides training
- ⊙ Encourages innovation that increases productivity in all areas of work, ensures quality and meets the needs of its customers
- ⊙ Improves effectiveness and efficiency
- ⊙ Has a customer-oriented approach, as the customer is the point of reference for its entire business activity
- ⊙ Continuously monitors and evaluates the performance, reliability and business ethics of the company's third-party partners and suppliers
- ⊙ Continuously monitors and complies with our legislative, regulatory and contractual obligations
- ⊙ Complies with quality, time and financial commitments
- ⊙ Maintains and implements the Quality Management System in accordance with the international standard ISO 9001:2015
- ⊙ Continuously improves the effectiveness of Quality Management System procedures
- ⊙ Provides all necessary resources to achieve the above

Avis Budget Greece is committed to reviewing the Quality Management System at regular intervals, in order to ensure its continuous relevance and effectiveness.