

Andersen Tax provides accounting, tax consulting and payroll services since 2006. Andersen Tax is committed to provide its customers with services of the highest technical merit and quality, that address fully and exceed consistently its customers' expectations, maintaining at the same time, the highest standards of professional and ethical conduct.

The firm commitment of Andersen Tax in the fulfillment of the aforementioned policy is indicated by:

- the full adaptation of the International Quality Management System ISO 9001, that is enforced to all activities of the Company affecting the quality of services provided to its customers, and, more generally, to all activities related to customer satisfaction,
- the systematic and continuous evaluation and improvement of the Company's policies and services, addressing directly the feedback received by its customers, in an effort to adhere rapidly and effectively to their remarks, suggestions and complaints,
- the application of all necessary procedures to ensure the confidentiality and proper safe detainment of all customer data and records; and
- the adaptation of measurable and objective indices related to quality control of the Company's services, and of a system of recording, quantifying, and evaluating all factors affecting the attainment of specific Company goals.

Furthermore, Andersen Tax invests in its people in order to provide the best possible services to its clients. Andersen Tax manpower is:

- selected through a rigorous selection process to ensure that new hirers possess the qualifications needed for the position,
- continuously trained in order to adapt to the ever-changing tax environment; and
- encouraged to take initiative and to propose actions for the improvement of the Company.

Through this Quality Policy, Andersen Tax's management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

**Nikolaos Siakantaris**  
**Managing Director**