

## QUALITY POLICY

*The QMS policy is binding for all companies operating in the Czech Republic within the Gi Group Holding. The current members of the holding are: Grafton Recruitment s.r.o., Gi Group Czech Republic s.r.o., Gi BPO, s.r.o. (hereinafter referred to as "the Companies").*

The primary goal of the Companies is to provide optimal solutions for all customers.

For us, a customer is both a candidate and a client.

The main strategic objectives of the Companies include:

- to build and maintain a leading position on the Czech market;
- to always ensure timely and flawless execution of the order, to anticipate and meet the customer's requirements to the maximum extent possible;
- to always approach each of our customers individually with the priority to find a common solution.

### Openness towards the customer

The companies place particular emphasis on working closely with the customer throughout the contract, dealing promptly with customer situations or new requirements for a particular job, meeting deadlines and the quality of individual works and the entire job.

### Commitment to the customer

Company management rejects activities that may bring high profits at one time, but are not beneficial to the customer in the long term time period, thereby harming the company.

### Continuing education

Our entire team of specialists is continuously educated and continuously adds to their knowledge so that the probability of joint success of the customer and our companies is as high as possible.

Company employees develop and enforce the above principles through a personal approach to customers and continuous self-education.

### Senior management commitment

Senior management is committed to:

- refine the policy into actionable objectives annually;
- create the conditions for all employees to meet these objectives;
- to take action in the event of failure to meet the objectives;
- plan the necessary resources to meet the objectives;
- to improve the skills of all employees;
- continuously improve the effectiveness of all parts of the quality management system.

In Prague, September 1<sup>st</sup>, 2024



Martin Malo  
General Director