

UAB "BALTIC AMADEUS"**QUALITY POLICY**

2025-09-19

UAB BALTIC AMADEUS (hereinafter referred to as the Company) is a reliable information technology partner that helps its customers to smoothly implement digitization solutions and create valuable experiences. Our goal is not only to implement innovative, high-quality technologies, but also to open up unlimited growth opportunities for those who trust us.

In order to ensure consistent improvement of our activities, a good customer experience throughout the entire cooperation process, and long-term trust, we implement a Quality Policy (hereinafter referred to as the Policy) and maintain a quality management system in accordance with the requirements of ISO 9001:2015/Adm 1:2024 standard.

INTERESTED PARTIES

All stakeholders are important to us – customers, users, employees, partners, suppliers, regulatory authorities, and the society. We assess and analyse their needs and expectations, and integrate them into our decision-making, operational improvements, and the formulation of our goals and commitments.

GOALS AND COMMITMENTS

In order to achieve strategically focused growth that ensures the sustainability of our business processes, we declare the following commitments:

- We focus on long-term partnerships with our customers as the foundation of our growth. We prioritize improving the customer experience and strive for customer satisfaction by creating solutions with long-term value.
- We believe that the technologies we create should be intuitive to use and ensure a smooth user experience.
- We operate professionally – competently, responsibly, reliably, and flexibly. We manage resources efficiently and ensure effectiveness.
- We continuously improve our business processes by integrating innovation and best practices.
- We create conditions for employee engagement, growth, and well-being. We create an open, friendly organizational culture where emotional and physical well-being are important and conditions for competence growth are ensured.
- We ensure compliance with requirements of the applicable legislation, ISO 9001:2015/Adm 1:2024 requirements, and the needs and expectations of customers and other interested parties.
- We promote the effectiveness and continuous improvement of the quality management system.
- We strive for long-term business sustainability: by seeking opportunities to reduce our negative impact on the environment and climate change, implementing social projects, applying transparent business principles, and choosing reliable partners.

PRINCIPLES OF OPERATION AND COMMUNICATION

- Each employee is responsible for the high-quality performance of their assigned tasks.
- The Policy is published on the Company's website and is available to employees, partners, customers, and other interested parties.

REVIEW

The Policy is reviewed at least once a year or when there are significant changes in the Company's activities, risks, legal requirements, applicable standards, or the requirements of customers and other interested parties.

MANAGEMENT COMMITMENT

This Policy is approved by order of the Chief Executive Officer, and the Company's senior management assumes responsibility for its implementation, maintenance, continuous improvement, and ensures the necessary resources and conditions for the effective operation of the quality management system.

CEO Andžej Šuškevič