

IT&T BUSINESS UNIT SERVICES POLICY STATEMENT

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As an integral part of a customer focused business organization, the Information Technology & Telecommunications Business Unit (IT&T BU) of Athens International Airport (AIA) is committed to making a positive difference through the services we provide and the relationships we forge with our internal and external customers. Our Business Unit Service policy sets out our key commitments in delivering reliable and time-cost effective services, along with innovative technology solutions, which are considered a unique experience by our customers and collaborators. Service quality defines our activities by desire rather than by design.

We consider Customer Service integral to the success of our business and our policy aims to ensure that all involved can measure how we deliver against our commitments.

We always keep our customers at the heart of everything we do by:

- Considering their demand.
- Keeping the IT&T environment safe.
- Being responsive and acting quickly.
- Communicating with transparency and accuracy.
- Fostering a culture of feedback and continuous improvement.
- Delivering what we said we would do.
- Treating all our customers fairly.
- Encouraging behaviors that support a positive customer experience.
- Acknowledging mistakes promptly and resolving them effectively.
- Seeking innovative solutions to improve our services.
- Making it easy to talk to us.
- Proactively engaging with Customers, Stakeholders and Community respectfully, politely, and professionally.

Furthermore, the IT&T BU commits itself to not only comply with regulatory requirements but also to adapting best in class industry standards and practices, inclusive ISO9001 and ISO20000, as the key enablers of this commitment.

Our principal endeavor is to make a difference in every aspect of our work and continually learn and evolve in our delivery to ensure our customers are left with a positive lasting impression. Aim is to be recognized as a full-scale, trust-worthy, and innovative provider of IT&T systems/services and digital solutions, from design to effective operation for the benefit of the entire airport community.

OUR KEY OBJECTIVES

- **Operational Excellence and Business Continuity:** Align with the corporate strategy, ensuring reliable, and of high-quality services at a resilient IT&T environment, planning and acting proactively through effective redundancy alternatives.
- **Financial Performance:** Ensure delivery of services at predetermined Service Level that effectively serve the customer needs at a reasonable cost.
- **Infrastructure Optimization and Information Security:** High availability and reliable operation with a focus on simplicity, standardization, effectiveness, and robust information security.
- **Digital Transformation:** Promote digital and innovative solutions and prepare the organization for future advancements in mobile networks, AI, robotics, and biometrics.
- **Sustainability:** Foster smart thinking on sustainable solutions and continuous awareness among IT&T people and collaborating partners, to minimize technology's environmental footprint while shifting into high performing "green" solutions.
- **High-Performance Culture:** Culture of innovation and collaboration is paramount in nowadays evolving digital world. We adopt quickly utilizing a human-centric approach, placing people at the core of our processes and technological initiatives and drive cultural transformation to a high-performance work environment, by reskilling and upskilling our IT&T BU human resources.

OUR PRINCIPLES

- **Continuous Development:** We invest in developing our employees' soft and hard skills to ensure their high professional caliber.
- **Growth and Motivation:** We encourage and reward our people to change and improve their knowledge and technical and commercial skillset for a successful career path.
- **Performance Optimization:** We pay serious attention to measurement of the impact deriving from our activities. Key Performance Indicators (KPIs) are introduced to early identify weaknesses, improve service quality, control undesirable developments, and optimize performance.
- **Risk Management:** We permanently assess our evolving and potential new risks to proactively identify adverse impacting factors, measuring risks and mitigating hazards by developing adequate fallback scenarios to ensure business continuity.
- **Market Awareness and Knowledge Cultivation:** Stay current on market situation and industry trends, acting as knowledge cultivators to drive improvements in the IT&T Quality and Service Management ecosystem.
- **Communication and Collaboration:** We encourage open communication, feedback and knowledge sharing among our people and the stakeholders as well as teamwork and efficient collaboration.
- **Legal and Regulatory Compliance:** We comply at zero tolerance to legal, regulatory, and statutory requirements, acting as a transparent, responsible, and ethical manager.

- **Innovation and Adaptation:** We foster a culture of innovation to early adapt to emerging technologies and AI challenges.
- **Customer-Centric Focus:** Our Customers' needs at the forefront of our planning and service delivery. We are continuously striving to improve the customer experience.
- **Sustainable Service Delivery:** Sustainability is integral to our service planning, management, and delivery aiming to reduce environmental impact while maintaining high service quality and be a socially responsible organization.

This Policy applies to all IT&T employees and service partners and collaborators and is subject to continuous monitoring and changes in accordance with the corporate procedures.

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