



Quality Management Policy

26.05.2025

PricewaterhouseCoopers Professional Training Limited ('PwC's Academy') implements a comprehensive Quality Management System (QMS) which has been developed following key principles of how we do business, our Network Standards, our Code of Conduct, our corporate values and Global Strategy.

At PwC's Academy, we are committed to continually supporting the professional growth and development of our people, our trainees and clients always in accordance with agreed requirements, details and specifications provided. To this effect we are committed to provide high quality professional training

courses to our trainees and technical and business skills training courses to our clients located both in Cyprus and overseas.

Our commitments listed below comprise the Quality Management Policy ('Policy') of PwC's Academy and it's applicable to all its activities. This Policy has been developed according to the requirements of the international standard ISO 9001 and is reviewed annually or when significant changes occur in order to ensure its continued suitability and relevance. It is communicated to all employees and is available as appropriate to all other interested parties.

Our commitments:

- Establish, review, monitor and update QM objectives that are compatible with PwC's Academy compliance obligations and strategic priorities
- Ensure compliance with all applicable legal, regulatory and other requirements to which PwC's Academy subscribes and alignment with industry standards and best practices
- Regularly evaluate the performance & effectiveness of PwC's Academy QMS via regular monitoring, measurement, analysis and take suitable corrective actions to address any deficiencies or areas for enhancement
- Ensure that appropriate communication channels & mechanisms are in place to facilitate timely, accurate, structured and transparent internal and external communication, consultation and participation in regard to quality management matters affecting PwC's Academy
- Proactively identify and manage quality related risks by implementing appropriate corrective and/or preventive actions into PwC's Academy QMS processes to achieve desired outcomes and prevent or reduce the level of risk and associated undesired effects
- Provide all necessary resources including but not limited to people, infrastructure, supply chain, financial for the efficient implementation and continual improvement of PwC's Academy QMS
- Assign specific roles, responsibilities & authorities to ensure effective management, support and governance over PwC's Academy QMS
- Determine, provide and maintain the environment and knowledge necessary for the operation of PwC's Academy processes and for achieving conformity of its services
- Understand and meet client needs and expectations to ensure high level of responsiveness, reliability and delivery of quality services that satisfy clients and foster long-term relationships
- Deliver high quality training courses that are relevant, effective, and meet all necessary requirements as set by relevant interested parties
- Provide all PwC's Academy people with clear instructions, information and adequate training and development opportunities in regard to quality management matters to ensure they are engaged, empowered, and competent
- Implement, maintain and continually improve PwC's Academy QMS by regularly reviewing and enhancing respective processes, methodologies and resources to ensure the highest level of quality and effectiveness as well as capitalize on opportunities to enhance the service quality
- Always uphold the highest standards of ethical conduct in all interactions with clients, trainers, staff and other interested parties
- Actively seek feedback from PwC's Academy clients, including both internal and external training participants and encourage open communication to identify areas for improvement and innovation, make informed decisions, and drive continuous enhancement of all training services




Philippos Soseilos

CEO & Chairman

PwC Cyprus

Dear colleagues, we all have a responsibility to familiarise ourselves with this policy and adhere to the Firm's commitments.