

Quality Management Policy

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 - The New Equation: build trust and deliver sustained outcomes for all our stakeholders.

At PwC's Academy, we are committed to continually support the professional growth and development of 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 as well as 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. It is communicated to all employees and is available as appropriate to all other interested parties.



Our Commitments:

1. Establish, review, monitor and update **QMS objectives** that are compatible with PwC's Academy compliance obligations and strategic priorities
2. Ensure **compliance** with all applicable legal, regulatory and other requirements to which PwC's Academy subscribes
3. Regularly evaluate the **performance** and **effectiveness** of PwC's Academy QMS
4. Ensure that appropriate **communication channels** and mechanisms are in place so as to facilitate timely, accurate and structured internal and external communication, consultation and participation in regards to quality management matters affecting PwC's Academy
5. Proactively identify and manage quality related **risks** by implementing appropriate corrective and/or preventive actions into PwC's Academy QMS processes so as to prevent or reduce the level of risk and associated undesired effects
6. 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
7. Assign **specific roles, responsibilities and authorities** to ensure effective management, support and governance over PwC's Academy QMS
8. Determine, provide and maintain the **environment and knowledge** necessary for the operation of PwC's Academy processes and for achieving conformity of its products and services
9. Provide **high quality and certified training courses** that meet all necessary requirements as set by relevant interested parties
10. Provide all PwC's Academy people with clear instructions, information and adequate **training** in regards to quality management matters

I encourage all colleagues to be familiar with this Policy and adhere with PwC's Academy Commitments.

Philippos Soseilos
CEO & Senior Partner
PwC Cyprus