

## ATC reaffirms the provision of high-level IT services by maintaining its ISO 20000 certification.

Athens, October 30th, 2023

**Athens Technology Center (ATC) maintains its certificate for the development and support of IT applications according to the ISO/IEC 20000-1:2018 standard, successfully completing the relevant surveillance process by TUV Austria Hellas. Within this spectrum, the provision of quality and efficient services with a guaranteed, high level of availability and support (SLA) to private and public sector entities is reaffirmed.**

ATC is already implementing (September 2022) an IT service management system, aiming at the continuous qualitative and quantitative improvement of the level of services offered, to ensure the modern and responsible treatment of all the needs of the company's customers.

Athens Technology Center (ATC) also implements an **Integrated Management System** in the fields of **Quality (ISO 9001:2015)**, **Environment (ISO 14001:2015)** and **Health & Safety at Work (ISO 45001:2018)**, through which:

- all operational procedures are documented, control points are defined, performance indicators that affect the quality of the products and services provided are systematically measured and continuous improvement of its operation is sought.
- it is ensured that the organization follows the relevant regulatory framework regarding environmental protection in the area in which it operates, underlining its environmental awareness,
- it is certified that ATC is working to create an even safer work environment and a healthier workforce.

Finally, ATC implements an **Information Security & Privacy Management System** in accordance with the **International Standards ISO/IEC 27001:2013 & ISO/IEC 27701:2019**, through which the risks that threaten the confidentiality, integrity and availability of the information processed by the ATC are evaluated, and measures are taken to guarantee the required security levels.

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