

QUALITY POLICY

Our mission is to be a World class gaming Entertainment Company, offering premium quality services through keeping customer and regulatory requirements at the center of everything we do.

Through our ISO9001 certified Quality Management System we are committed to:

- Embed customer obsession and commit to our communities,
- Develop our people and invest in our agent network,
- Maintain a World class portfolio of Products & Services by leveraging the latest Digital & Technology capabilities,
- Expand the power of our Brand, and
- Foster healthy relationships with the State, Regulatory and other authorities.

Our Quality Policy is communicated to all OPAP stakeholders and is periodically reviewed, to ensure it remains aligned to our dynamic organization and business context and our pledge for continuous improvement. Our main suppliers are also encouraged to participate in our commitment to delivering premium quality services.

Jan Karas

Chairman & CEO of OPAP
Single Member S.A.