

EU Project Delivery Services Quality Policy

EUPDS, a specialized unit of Nordic Innovators, dedicated to providing expert consultancy services. These services encompass project management, communication, contractual, and reporting aspects of EU-funded Research & Development & Innovation (R&D&I) projects. Additionally, the unit offers business consultancy services that cover soft funding, pre-commercialization, commercialization, and upscaling stages of business development. The commitment to quality and continuous improvement, aligned with the ISO 9001:2015 standard, is at the core of EUPDS's operations.

Commitment

Customer focus: EUPDS prioritizes the specific needs of clients, providing tailored consultancy services that ensure the successful management and execution of projects.

Leadership and integrity: EUPDS conducts its operations with a commitment to integrity and leadership, ensuring compliance with all statutory and regulatory requirements while exceeding client expectations.

Continuous improvement: EUPDS is committed to an ongoing pursuit of excellence through continuous improvement. This involves regularly evaluating and enhancing all facets of the unit—from internal processes and service delivery methods to client interactions and stakeholder engagements. By fostering an environment that encourages innovation and proactive problem-solving, EUPDS aims to continually elevate the quality of its services and operational efficiency.

Engagement of people: The expertise and dedication of EUPDS's team are valued, and continuous professional development is provided to keep pace with industry standards and innovations.

Process approach: EUPDS utilizes a systematic approach to manage its services efficiently and effectively, ensuring adaptability to meet evolving client and project demands.

Improvement: EUPDS maintains a commitment to continuous improvement, constantly seeking to innovate and enhance its consultancy services and internal processes.

Evidence-based decision making: EUPDS's strategic decisions are based on comprehensive data analysis, ensuring that the most effective solutions are provided to clients.

Relationship management: EUPDS actively cultivates strong, beneficial relationships with all stakeholders, including clients, partners, and suppliers, to foster successful collaborations.

Quality Objectives

EUPDS sets its quality objectives annually, focusing on enhancing client satisfaction, streamlining processes, and ensuring full compliance with relevant regulations. These objectives are periodically reviewed to ensure alignment with the organization's strategic goals.

Compliance

EUPDS is committed to maintaining an effective Quality Management System (QMS), with regular audits, client feedback, and performance evaluations driving its continual improvement efforts, ensuring alignment with ISO 9001:2015 standards, while also guaranteeing strict compliance with applicable European Union regulations (including Regulation (EU) 2016/679 – GDPR, EU funding rules and guidelines, and EIC Consultant Code of

Rev. 01

Released: 16.09.2025

Conduct), as well as relevant national legislation in the countries where we operate. By integrating these binding regulatory frameworks into our daily operations, EUPDS demonstrates its commitment to lawful, ethical, and transparent service delivery.

Sustainability and ethics

EUPDS adheres to sustainable practices and upholds the highest ethical standards in all its business activities, ensuring its operations contribute positively to societal and environmental well-being.

Darya Zavertalyuk, EUPDS Manager

Signed.