



Quality Assurance Policy

The Organization commits itself to the assurance of high quality specifications. Quality is the basis for the value of our brand and the image of our Organization.

To policy of the Organization is to render superior quality services in the fields of its activity, under the following principles:

Customer-focus approach: We commit to the understanding of the needs of our customers and meeting their requirements exceeding in parallel their expectations.

Improvement: We commit to constantly improve in all aspects of the quality management system we implement.

Decision-making: We commit to make decisions following the analysis of the relevant data and information, in relation to the quality system we implement.

Relations Management: We acknowledge that an organization and its relation with external associates and providers, is an interdependent relations and that a mutually beneficial relationship reinforces the creation of valued relations.

Regulatory requirements: our Organization commits to its compliance with the applicable regulatory provisions.

The Organization implements this policy, having developed a Quality Management System in accordance with the requirements of the ISO 9001:2015 Standard. This system is designed:

- ❖ To meet the requirements of the interested parties, as well as our compliance and regulatory responsibilities.
- ❖ To provide the necessary resources and ensuring that the system remains effective for the attainment of business and quality targets which are periodically revised by the Management.
- ❖ To ensure that the system remains effective for the attainment of its targets in accordance with the requirements of the standard.
- ❖ To evaluate the opportunities for constant improvement.

The object of the Organization is to offer value to its customers and take all available feedback into consideration in order to improve experience and quality. The customer's decision to choose our Organization and recommend us to the business associates and colleagues will be part of the process with which our success is measured.

The Management of our Organization will ensure that this quality policy is understood, implemented and preserved at all levels and to all associates, entities and customers involved.

The CEO

Nikolaos Pandis