



QUALITY POLICY

PURPOSE

This policy provides the framework for implementing actions so that the Company achieves its objectives regarding the “Study, Design and Installation of Water Features and the Supply and Installation of Related Equipment.”

POLICY

The Company designs and implements appropriate procedures regarding procurement, design, construction and sales of its services and generally throughout the entire scope of its operations, in order to:

- ensure that these procedures are adequate, effective and responsive to customer requirements and the needs of all interested parties,
- encourage innovation and employee development,
- promote continuous improvement in the procedures supporting its activities.

IMPLEMENTATION

The Policy is implemented to ensure that the Company’s activities:

- comply with applicable Greek and European legislation, relevant regulations and policies, as well as the requirements of the EN ISO 9001:2015 standard,
- are carried out by qualified personnel who understand their role and responsibilities and have the necessary resources throughout the operational range of the Company,
- are subject to review regarding their suitability and adequacy.

COMMITMENT

The Company commits, among others, to:

- monitoring and understanding its operational framework (internal and external parameters) and implementing techniques for addressing threats and exploiting opportunities,
- recording, reviewing and monitoring operational procedures and confirming that they remain valid, available and understood by personnel,
- defining and monitoring the performance of significant and measurable indicators and objectives,
- identifying and understanding personnel training needs by providing continuous education,
- reviewing the provision and suitability of infrastructure and confirming compliance with customer, regulatory and legal requirements.

RESPONSIBILITIES & AUTHORITIES

- All personnel and employees are responsible for carrying out their duties in accordance with this policy and the Company’s management system.
- Company executives are responsible for implementing and monitoring the application of this policy within their areas of responsibility.
- The Quality Management Officer is responsible for providing methods, procedures, specialization and support to all employees so that they can implement the policy and achieve the Company’s objectives.

- Responsible for the implementation of this policy are the General Manager, department heads, all personnel and external partners involved in the Company's projects.

The General Manager

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