

<b>IOANNIS GIANNAKIS &amp; CO</b>	
<b>ΕΓΧΕΙΡΙΔΙΟ ΔΙΑΧΕΙΡΙΣΗΣ ΠΟΙΟΤΗΤΑΣ</b>	
<b>Approved by: Ms E. Giannaki</b> <b>Valid from: 11/2/2022</b>	<b>Version: 1<sup>st</sup></b>

### COMPANY QUALITY POLICY

The **Quality Policy** of the company "**IOANNIS GIANNAKIS & CO**", is part of the framework set by the **ELOT EN ISO 9001:2015** standard and aims at full satisfaction of the quality requirements, as they are specified by customer requirements and international standards.

**The Management Board** decided to install a Quality Management System according to the international standard **ISO 9001:2015** and to certify it. The main motivation is the search for the improvement of the internal operating system and its efficiency as well as the acquisition of know-how for the complete fulfillment of the needs and requirements of the customers, aiming to their absolute satisfaction.

The consequence of the above is that the Management Board **is committed** in order to comply with the objective goals for quality and to comply with the Laws and Regulations that govern the operation of the company.

The adoption of the Quality Policy is the vehicle for the achievement of the quality objectives. The Quality Policy is maintained and based on it not only the uninterrupted implementation, but also the continuous improvement of the Quality Management System according to the **international standard ISO 9001:2015**.

**The Management Board** makes every effort to ensure that all staff adopt and contribute to the development of Quality Policy so that the overriding goal which is the customer satisfaction is constantly achieved.

**For the company**

**"IOANNIS GIANNAKIS & CO"**

**The General Directorate**

**Eleni Giannaki**