

## Quality Policy

### 1 Quality Policy

The purpose of **ARPEDON PC** is the design and implementation of installations, upgrades, improvements, repairs and maintenance of buildings and HVAC projects, the provision of design and product development services as well as the design, manufacture and marketing of measuring devices, preventive maintenance systems and software. Our vision is the continuous expansion (in Greece and abroad) of the company providing top quality products and services at reasonable cost.

We are committed to:

- environmental protection including pollution prevention, sustainable use of resources and mitigation of the impact on climate change,
- fulfil our obligations and continually improve our quality, environmental performance, road safety, anti-bribery and management of occupational health and safety requirements,
- continuously improving the quality of our services, products and projects, our environmental performance, our anti-bribery performance and our performance in relation to health and safety at work,
- ongoing compliance with legal requirements and commitments on issues relating to quality, the environment, anti-bribery, road safety and occupational health and safety,
- facilitating the accessibility of people with disabilities to our facilities, as well as the prevention of occupational accidents and diseases,
- continuous improvement of the quality and reliability of our products and projects with a view to the business continuity of the company,
- providing the necessary resources and implementing appropriate actions in order to continuously improve the Management System,
- Ensuring business continuity of critical activities in the event of an incident leading to unavailability or inaccessibility of its facilities and more generally in the provision of products, works and services,
- Return to a satisfactory level of operation in the shortest possible time after the incident,
- Minimising the impact that an incident may cause,
- Ensuring the availability of the information and resources necessary to achieve the energy targets,
- Compliance with applicable legal requirements and other requirements related to energy efficiency, energy use and energy consumption,

- The continuous improvement of energy efficiency and the Management System in relation to energy management,
- Ensuring the confidentiality and integrity of the company's and its customers' information,

To fulfill the above commitments we have developed, implement and improve a Management System in accordance with the standards ISO 9001:2015, ISO 14001:2015, ISO 22301:2019, ISO 39001:2012, ISO 45001:2018, ISO 37001:2016, ISO 27001:2013 and ISO 50001:2018 covering all our activities.

The main elements of the Management System are:

- Ongoing compliance with relevant legal requirements and commitments,
- To provide the necessary resources to achieve the objectives relating to environmental management, quality, road safety, anti-bribery and health and safety at work,
- Informing and raising employee awareness of environmental, health and safety issues (including road safety) and anti-bribery and anti-corruption issues,
- Working with reliable suppliers and subcontractors who comply with the company's requirements in relation to quality, road safety, anti-bribery, environmental management and occupational health and safety,
- Reducing waste generation and increasing recycling of waste taking into account its hazardousness,
- Reducing the consumption of natural resources,
- Working with suppliers to improve our environmental performance and prevent pollution throughout our operations,
- The readiness of the business in possible emergency situations,
- Taking sustainable measures to prevent pollution,
- The identification and establishment of environmental objectives and targets, quality objectives and targets for occupational health and safety (including road safety) and anti-bribery objectives,
- Monitoring performance on quality, anti-bribery, environmental management, health and safety at work (including road safety),
- Ensuring cooperation with stakeholders to reduce accidents and injuries on the road network,
- Safeguarding the health and safety of staff,
- The establishment of systematic methods for the planning and assessment of business continuity requirements,
- Establishing concrete recovery strategies and drawing up workable business continuity incident response plans,
- Ensuring a minimum acceptable level of operation of critical activities in case of disruption,

- The evaluation and improvement of business continuity plans through their pilot implementation,
- Commitment to the faithful implementation of contractual and legislative requirements related to business continuity as well as the requirements of ISO 22301:2019,
- Ensuring that the scope and boundaries of the Management System are properly defined,
- The setting of energy targets,
- Ensuring that the requirements of the Management System are integrated into the company's business processes,
- Disclosure of effective energy management and compliance with the requirements of the Management System,
- Ensuring that the Management System achieves the intended results,
- Promotion for continuous improvement of energy efficiency,
- Ensuring the creation of Management Groups,
- Ensuring that energy targets are appropriate,
- Ensuring that procedures are established and implemented to identify and address changes affecting the Management System and energy efficiency within its scope and boundaries,
- Ensuring the continuity and availability of services

The Management of **ARPEDON PC** is committed to the effort of continuous improvement of the Management System as well as to the information of all personnel involved in order to be able to cope in the best possible way with the occurrence of incidents that endanger the smooth conduct of its critical operations.