

## INSS Quality Policy Statement

The company considers ensuring the continuous satisfaction of its customers' requirements as a primary factor. It manages all processes that make up its operation in accordance with the principles outlined in the international standard ISO 9001:2015.

For this reason, **INSS SINGLE MEMBER LTD** has undertaken the development, installation, and implementation of an integrated Quality Management System (QMS) according to the ISO 9001:2015 standard. The company is committed to adhering to this standard consistently, with the aim of providing goods and services of stable and recognized quality, as well as continuously improving both the system and operational processes and produced products.

Within the framework of the above recorded and applied policy, **INSS SINGLE MEMBER LTD** monitors and tracks the needs of customers (internal and external), as well as technological and market developments in its field of **Integrated Information Solutions**, to provide services that ensure absolute customer satisfaction.

For **INSS SINGLE MEMBER LTD**, the concept of quality includes the following:

- Focusing on meeting customers' needs and expectations.
- Accurate and uninterrupted quality control of the company's operational processes at each distinct stage.
- Providing services characterized by high manufacturing quality, reliability, and user safety.
- Quick response.
- Honesty, clarity, and reliability in communication and cooperation with customers.
- Compliance with laws and regulations.

The company continuously and systematically strives to achieve the following **objectives**:

- High productivity.
- Improved customer satisfaction.
- Quick response to processing tasks.
- Operations development and clientele expansion.
- Reduction of customer complaints.

Quality Indicators are defined for monitoring the Quality Objectives. These indicators are monitored under the responsibility of the Quality Management Officer and presented to the company's management during QMS reviews. The progress of these indicators illustrates the degree of achievement of the objectives and may lead to modifications of the Quality System.

**INSS SINGLE MEMBER LTD's** management is committed to providing all the required resources for the implementation and effective operation of the Quality System.

The three pillars of this Quality Policy, namely:

- the observance of the Quality Management System,
- customer satisfaction and
- continuous improvement

it is the duty and contribution of all the staff at **INSS SINGLE MEMBER LTD**. This quality policy is reviewed and checked for its continued appropriateness.

## **Unified Quality-Environment-Health & Safety Policy**

### **INSS Environmental Policy Statement**

Our company's policy is to fully comply with the limits set by our Environmental Management System (EMS) and all legislative requirements while meeting our intended goals and objectives in a continuous improvement program.

To achieve this, we implement an EMS in accordance with the requirements of ISO 14001 to manage all environmental issues during the company's operations.

Our policy ensures that our operations meet the quality and environmental protection standards expected of a company that fulfills legal and regulatory requirements.

We are committed to communicating our policies and the company's environmental performance to all interested parties. We will consistently adhere to the defined standards of quality and environmental reliability outlined in our EMS. We will ensure the implementation of appropriate management techniques and maintain relevant documentation to achieve our objectives at all levels. The management team will also ensure a high level of satisfaction among customers, employees, and other stakeholders.

It is the company's policy to ensure that all personnel receive appropriate training so that each person understands the environmental aspects of their work and is in control of their responsibilities.

Our policy also extends to our relationships with suppliers, with whom we will mutually promote better operations that contribute to environmental protection.

The company is committed to continually striving for the improvement of the EMS and its environmental performance concerning environmental protection, always considering the nature and scope of our activities.

The management of the company invites all staff to participate in the effort to continuously improve the company's environmental performance through our environmental goals. As the company's management, we will provide all possible help and support at all stages of planning and implementing the EMS. The environmental policy is available to interested parties upon request.

## **Unified Quality-Environment-Health & Safety Policy**

### **INSS Health and Safety Policy Statement**

The company attaches great importance to safety and health at work and has set a goal of continuous improvement, always considering employees, partners, and any third parties that may be affected by its operations.

To achieve this goal, the company has designed and implemented an Occupational Health & Safety Management System (OH&SMS) in accordance with the relevant laws and regulations on safety and health at work.

To achieve this goal, the company has set the following goals:

- Creation and maintenance of a safe and healthy environment, eliminating conditions that could lead to activities with a significant possibility of negative effects.
- Planning and executing all tasks with priority and great importance given to the safety and health of employees, partners, and other interested parties to ensure activities are conducted without accidents.
- Full compliance with relevant legislation.
- Continuous training, development of competence, and assessment of personnel in the use of machinery and equipment, handling chemical substances, manual handling of loads, and continuous awareness of safety and health at work.
- Conducting risk assessment studies to make informed decisions on prevention and protection measures.
- Providing all staff with the necessary equipment, information, and training to perform their work safely and without accidents.
- Supplying staff and any necessary third parties with personal protective equipment, along with training in its use, safekeeping, and maintenance.

At our company, all personnel are responsible for taking the necessary measures and precautions to ensure their own safety and health, as well as that of others who may be affected by our operations.

The company's management is responsible for reporting accidents, occupational diseases, and dangerous incidents that occur in the workplace.

Compliance with Occupational Health and Safety Laws and Regulations is expected to lead to:

- In the timely threats detection and risks prevention
- In the correct informing and training of employees
- In developing and maintaining the belief that the safety and health of employees is a matter of priority.

Company policy is available to all interested parties and is continuously monitored so that it remains relevant and appropriate for their business.

**General Director**  
**LEONIDAS PATRIKIOS**