

Quality Policy

SNF HELLAS Quality Policy is to:

- Provide products and services that will meet customer requirements as formulated in contracts/ orders.
- Ensure the cooperation of the most advanced and innovative Suppliers and Partners for the provision of services and its effective operation.
- Make sure that the requirements and expectations of customers, considering the obligations arising from the contracts, and the legislative and regulatory requirements, have been determined and fulfilled with the aim of achieving their satisfaction.
- Secure timely and effective Technical Support before and after delivery to its customers (pre-sale & after-sale service).
- Take all necessary preventive measures to ensure the health and safety of workers.
- Employ staff selected based on the criteria and requirements of each position, but also the willingness to participate in the vision of the company.
- Implement a program of continuous education and training of staff by specialized trainers.
- Utilize modern technology and be in constant modernization of the equipment and PPE used for its smooth and effective operation.
- Systematically monitor and maintain at a high level the degree of satisfaction of its customers.
- Apply systematic controls in all phases of the company's activity.
- Implement the Quality Goals it sets, through effective management.
- Seek continuous improvement of the company's performance.
- Associate the name of the company with a guarantee for the quality of the products and services it provides.

To achieve the above, the company has documented and implemented a Quality Management System, in accordance with the requirements of the EN ISO 9001: 2015 standard, which includes all activities that affect the quality of the services provided as well as its relations with customers.

The Quality Management System is the tool for the development, improvement, and further recognition of the company in the market that operates and has the full support of the Management in matters of resources - means for its effective implementation and improvement.

The Quality Policy established by the company is understood by all staff and it is their daily concern to fulfill it.

Environmental Policy

The Management of the company and all employees of **SNF HELLAS** are committed to taking measures to protect and prevent the Environment from pollutants.

The company ensures that all its activities comply with the relevant Environmental Legislation.

The company's Environmental Policy has as its primary goal the minimization of the impact of its activities on the environment and its continuous concern is:

- the reduction of waste generated by its activity
- the promotion of recycling practices
- the reduction of the consumption of energy and natural resources
- the reduction of harmful emissions from its activity
- where possible, the use of equipment and means of new environmentally friendly technology
- where possible, cooperation with Suppliers and Partners who take into account in their activities the protection of the Environment

To achieve the above objectives, **SNF HELLAS**:

- Has adopted an Environmental Management System, which meets the requirements of the international standard ISO 14001: 2015 and which is applied to all environmental parameters of the company. The Environmental Management System is monitored, maintained, and improved through inspection programs, evaluations, and reviews.
- Provides sufficient resources for environmental management, such as know-how, appropriate equipment, trained and competent personnel.
- Establishes Environmental Goals and Objectives, the implementation of which is reviewed and evaluated at regular intervals. At the same time, systematic measurements are made, and critical parameters and processes are evaluated, in order to eliminate or reduce the negative environmental impact of the company.

The continuous improvement of the company's environmental performance and the Environmental Management System as well as its compliance with the applicable Environmental Legislation, are a commitment of the Company's Management and is based on the active participation and support of all employees.

Occupational Health and Safety Policy

Ensuring excellent Health and Safety conditions in the workplace is a primary goal and commitment of **SNF HELLAS**. Recognizing that human resources are its most important and valuable asset, the company provides a healthy and safe working environment, developing and implementing practices and systems adapted to the risks associated with its business activities.

The successful implementation of the policy is the responsibility of all employees regardless of the work they perform or the position they hold at **SNF HELLAS**.

The Company's Policy for the Health and Safety of its staff is:

- To provide the appropriate working environment and safe working conditions to avoid and prevent injuries and occupational diseases
- Provide the framework for setting goals and targets for the health and safety of workers

- To monitor and implement regulatory and legislative requirements related to the health and safety of workers
- To take all necessary measures to prevent, reduce and eliminate risks and threats to health and safety in the company's workplaces (offices and customer facilities)
- To seek the continuous improvement of R&D procedures, instructions, and practices applied in the workplace
- To encourage the consultation of workers and their participation in matters relating to health and safety at work
- To seek the continuous improvement of the company's performance in the implementation of the H&S System
- To implement a program of continuous training of staff on H&S and good practices (use of PPE, instructions, preparedness exercises, etc.)
- Allocate resources to ensure a safe working environment.

For the implementation of the Policy and the achievement of the objectives, **SNF HELLAS**:

1. Has adopted an Occupational Health & Safety Management System in accordance with ISO 45001, which is applied to all company activities that affect the health and safety of employees. The CSO Management System is monitored, maintained, and improved through inspections, evaluations, and reviews.
2. Recognizes, evaluates, and minimizes the risks associated with the company's activities that may cause injury or illness.
3. Encourages the participation of its employees in the process of seeking effective methods for identifying, assessing, and eliminating or reducing risks in the workplace.
4. Provides health and safety training and supervision, such as safe working practices and emergency procedures, with a view to a fuller understanding of occupational risks by its own employees and those of its subcontractors
5. Ensures that all employees, subcontractors, visitors, and partners have understood and applied **SNF HELLAS** specifications, regulations, and health and safety policy in the workplace.
6. Reserves financial resources for the implementation and continuous improvement of the Health & Safety System applied by the company.
7. Implements procedures for the analysis and evaluation of all accidents and incidents related to safety in the workplace, including at customer premises, as part of an integrated Management program.

The continuous improvement of the operation and effectiveness of the company and the Occupational Health & Safety Management System as well as our compliance with the applicable regulatory and legislative requirements for OSH are a commitment of the Company's Management and are based on the active participation and support of all employees in it.