

**Quality for TÜV HELLAS means understanding of the client's needs and to make every effort to satisfy them, and at the same time to comply with the applicable standards and policies and the statutory and regulatory obligations.** TÜV HELLAS is committed to an operation philosophy based on fairness and sensitivity for the employees, the client and the society in which it operates.

TÜV HELLAS aim and policy is to provide reliable and independent certification / inspection / verification services which fulfill the requirements and the expectations of the clients as well as of all other interested parties, in order to provide eventually added value. Our services are available without discriminations.

The **four main objectives** for our certification / inspection / verification activities are:

- reliable and impartial operations following good professional practices
- keeping confidential all the information that is provided to us, plus ensuring legitimate processing, security and protection of personal data
- ensuring compliance with relevant International and National standards and Legal & Regulatory Requirements wherever we may operate
- maintaining a management and operation system in accordance with the accreditation standards and the continual improvement model, and having effective leadership.

In addition, TÜV HELLAS is committed to **continuously improve the reputation of its brand name and the results of its operations, by being responsible against the staff, the environment and the society.**

TÜV HELLAS is taking all the efforts to have available and to use all the necessary equipment & human resources in accordance with the standards and contracts. It also provides the training needed to the staff both in technical and quality aspects.

TÜV HELLAS belief is that health & safety and environmental awareness is an integral part of an efficient and sustainable business management, thus it follows all the requisite measures in its processes.

In order for TÜV HELLAS to fulfill its objectives, it holds or seeks all the necessary accreditations and/or recognitions from the accreditation bodies, the scheme owners, the national authorities and government agencies. Thus it maintains an effective Management System in accordance with the international standards ISO/IEC 17020, ISO/IEC 17065, ISO/IEC 17021-1, ISO/IEC 17024, ISO 14065 and any applicable national or other standard.

The Management and the staff of TÜV HELLAS are in compliance with the requirements of the Management System, they understand and adhere to the meaning of impartial services and they manage in advance any potential conflict of interest, in order to contribute to improvement.

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Savvas Peltekis  
Managing Director