

Quality for TÜV HELLAS means understanding of the client's needs, delivering any possible effort to satisfy them and contributing to the sustainable development of economy, society and environment. These are served through the compliance 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, the environment 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 offered without discriminations.

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

- Operating in a reliable and impartial manner which adhere to ethical professional practices
- Keeping confidential all the information that we have been provided, plus ensuring legitimate processing, security and protection of personal data
- Ensuring compliance with relevant International and National standards and Legal & Regulatory Requirements wherever we operate
- Maintaining an effective management and operations system in accordance with the accreditation standards, the Corporate Responsibility Policy and the continual improvement model, and by having an effective leadership.

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

TÜV HELLAS takes all the efforts to have available all the necessary equipment & human resources in accordance with the standards and contracts. Moreover It provides the required training to its 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 approvals by the accreditation bodies, the scheme owners, the national authorities /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.

The Management and the employees of TÜV HELLAS understand the importance of impartiality, transparency and integrity in its services and they handle with due care any potential conflict of interest and/or risk, in order to lead to improvement.

30.04.2021