

QUALITY POLICY

REFORMER's core commitment is the provision of high-quality products and services, which fully comply with the defined technical, operational, regulatory, and contractual requirements, effectively responding to the needs, expectations, and requirements of clients and other interested parties.

Quality is a fundamental value and strategic priority for REFORMER and is achieved through the active participation of all employees, with the undivided support and commitment of the Management. The Management has the responsibility, authority, and power to ensure the implementation of the Quality Policy at all levels of the Company, enhancing the culture of quality, responsibility, and continuous improvement.

In the context of implementing the Management System, REFORMER is committed to:

- The integration of the Quality Management System requirements into all operational processes of the Company, ensuring compliance with the requirements of standards, as well as applicable regulatory and legislative requirements.
- The allocation of necessary resources (human, technological, financial, and organizational) for the effective operation, maintenance, and continuous improvement of the Quality Management System.
- The development and enhancement of quality at all levels of the organizational structure, encouraging executives and employees to take an active role and responsibility in their fields of activity.
- The continuous monitoring and evaluation of customer satisfaction, utilizing feedback, complaints, and performance data to improve the Company's products, services, and processes.
- The management of risks and opportunities, aiming at preventing potential failures, ensuring product safety and reliability, and enhancing operational effectiveness.
- Ensuring the compliance of products and services with specified requirements, through appropriate processes of design, development, verification, validation, production, release, and support.

The Integrated Management System Manager, who has been appointed by the Management, possesses the authority and organizational independence to supervise the implementation, maintenance, and continuous improvement of the Quality Management System. At the same time, they are authorized to identify, investigate, and recommend actions to address issues affecting the quality of products, services, processes, and documentation of the System.

The Management of REFORMER is committed to the implementation of this Policy and to the continuous improvement of the effectiveness of the Management System, aiming to provide safe, reliable, and quality solutions that create value for customers and society.



**Εγχειρίδιο Ενοποιημένου Συστήματος
Διαχείρισης**

Εγχ.

For the Management

Antonis Billiris

Chief Executive Officer