

QUALITY POLICY

INJEGOV SA is committed to meeting and exceeding customer requirements in the services rendered. INJEGOV SA is also committed to maintaining and improving the INTEGRATED MANAGEMENT SYSTEM (IMS) to ensure the highest levels of service quality. INJEGOV SA employees are encouraged to contribute to the quality effort to achieve:

- Total Customer Satisfaction with services rendered
- Continuous process and procedure improvements within the organization and personnel training to improve the effectiveness of the INTEGRATED MANAGEMENT SYSTEM (IMS).
- Concise understanding and importance of customer needs
- Develop and maintain "Teaming Relationships" with customers
- Be according to the requirements of every individual customer and other identified interested parties and satisfy their expectations/needs.

INJEGOV SA Quality Policy is communicated to all new employees during their initial familiarisation. It is posted at conspicuous locations throughout Company's premises, and it is available to external parties upon their official request. Internal audits ensure the Quality Policy is understood within the organization. General Manager reviews the policy statement periodically to ensure its continued suitability and uses it as a framework for establishing quality objectives.

INJEGOV SA General Manager is committed to organizing and keep working the whole INTEGRATED MANAGEMENT SYSTEM (IMS) in such a way so that all the activities, materials, methods, and personnel that affect or can influence the Quality of services are under constant vigilance and positive control.

The INTEGRATED MANAGEMENT SYSTEM (IMS) has Quality Management principles, structure, and content according to the International Standard ISO 9001:2015.

The Quality Policy Statement of INJEGOV SA is a firm Commitment of the General Manager and applies to all INJEGOV SA Departments, Personnel, and Activities.

For the approval:

Alexandros Kalampokas
15/7/2022

