

QUALITY POLICY OF THE COMPANY MOBIAK S.A.

Revised in January 2022
ELOT EN ISO9001:2015

The policy of **MOBIAK S.A.** in the field of quality is reflected in the Senior Management's full commitment for the greatest possible satisfaction of customer needs, regarding both the production of & trade in industrial and medical gases, the assembly and inspection of all types of fire extinguishers and fire extinguishing systems, the maintenance, trade and manufacture of medical devices and the services offered to them, *for management of end-of-life fire extinguishers & collection and transfer of non-dangerous waste*. In particular, the company expresses its commitment to fulfilling its obligations as they arise from European Regulation 517/2014 on certain fluorinated greenhouse gases and the use thereof, and the related Regulation 304/2008.

The Senior Management, in its leading role, indicates its commitment regarding the Quality Management System by following up on the System's efficiency and the attribution of roles and accountability inside the company and the promotion of operational knowledge. Their main concern is to raise the awareness of the staff on quality matters and the ongoing effort to improve the existing Quality Management System and the effectiveness of their work through the effective utilization of people, machines and materials. The supervisors of all company departments and their subordinates have undertaken the obligation to fully and strictly implement Quality Management Procedures in the entire field of their responsibility. Further, the supervisors of all company departments have undertaken the obligation to strictly implement Quality Management Procedures in the entire field of their responsibility. Their main concern is the ongoing effort to improve the existing Quality Management System and the effectiveness of their work through the effective utilization of people, machines and materials.

The main quality policy, which forms the basis for the planning of all actions of **MOBIAK S.A.**, is summarized as follows:

- The Management provides the company's human resources with an agreeable working environment, the appropriate working conditions and cultivates a climate of teamwork and collaboration.
- Each employee shall be responsible for the quality of his/her own work.
- The Heads of Department shall be responsible for the quality of the work carried out by their departments.
- All employees shall be fully up to date on the company's Quality Policy.
- The company shall provide all the necessary means (equipment, documents, training, etc.) in order to achieve objective quality targets.
- All control data shall be documented, analyzed and used appropriately in the framework of a constant effort to improve quality.
- The company's Quality Management Department, which is headed by the Responsible for Quality Management, shall oversee quality management. This department was created by the Management. It is endowed with independent operational powers and is responsible for

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ensuring that the company's Quality Management System operates in accordance with the ISO 9001:2015 standard.

- To achieve and maintain the quality of its services at the level it promises to customers, using the best available technology and know-how according to the company's financial capacity.
- To distribute its products according to the applicable specifications, while special emphasis will be placed on the effective application of its products.
- To fulfill orders within the agreed deadlines and always in line with the terms set out.
- To plan all quality improvements of both its services and products based on information returned by the customers.
- The Management ensures the organized qualification and training of all members of staff, so that they may carry out their work with a conscious effort towards quality and specialization and fulfill their duties in a satisfactory manner.
- To provide assistance and advice to customers in order to ensure that they are benefiting from effective and cost- and quality-efficient standardization systems as part of their final product.
- Constant Improvement, as regards training and procedures in the framework of the quality system and an ongoing effort to encourage its partners to do the same.
- Maintenance of close personal contact with customers to ensure that the company is at all times aware of their needs and the needs of their customers as regards quality and service.
- Cooperation with all partners to ensure that the level of quality and service is satisfactory.
- The Management takes care to fulfill the applicable Legislative and Regulatory requirements for the company's operation, its production processes and its services by all stakeholders.
- To maintain open communication channels with the stakeholders involved in the Quality Management System.
- Any deviations shall give rise to the immediate implementation of both corrective and preventative actions.

In general, the objective of **MOBIAK S.A.** is to achieve, maintain and improve its image and credibility in the market, by supplying products of a standard high quality at competitive prices and based on efficient services.


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Chairman and Chief Executive Officer

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