

Policy of the Company

The policy of the management and the staff of **"Puressence Ltd"**, is to provide to the customers of the company, a high-quality services and products, to ensure health and safety working conditions for the prevention of work injuries and illnesses and to ensure the personal data protection of the stakeholders. Consequently, **the administration is committed to** carry out all those actions required to implement all the above, and the achievement of the satisfaction and the expectations of the concerned stakeholders, as the requirements of the National, European legislation, the **ISO 9001:2015** and other obligations of compliance.

To achieve all the above, the Administration of the company

- ◆ Adapted a Management System according to the National Standard of ISO 9001:2015, which is adapted in all the activities and functions of the company.
- ◆ Implemented the interworking approach.
- ◆ Checks periodically to confirm the effectiveness of the Management System through its representative, in order to take the necessary corrective actions.
- ◆ Provides all the means and resources to educate and motivate the staff, and to their participation to the improvement of working conditions, service to customers, information security and the safe management of personal data.
- ◆ Ensure that the Management System is maintained and continuously improved through a program of inspections and reviews.
- ◆ Evaluates operational risks and the opportunities arising in both inside and outside the company, and which may affect its operation.
- ◆ Evaluates and indicates the external providers, and maintains mutually beneficial relationships.
- ◆ Ensures that the policy of the Management System is understood, implemented and maintained at all levels of the business
- ◆ Ensures the protection of the personal data of both existing customers and potential customers, staff and third parties.
- ◆ Sets measurable objectives at an operational level, at a functional level of processes, as well as on the products. These objectives are established and evaluated as to the degree of achievement from the Senior Management throughout the review.
 - Aims at the reduction of complaints and the increased satisfaction of customers and stakeholders through the provision of quality services and safe products.
 - Aims at the reduction of errors (non-compliance) and the effective functioning of the company.
 - Aims at the effective Management of Emergency, at the prevention of hazardous incidents and at the elimination of accidents.
 - Aims to respect the privacy of the personal data of all interested parties and the confidentiality, integrity, availability of information.

Adopting the principle of **continuous improvement**, the Management of **"Puressence Ltd"** recognizes and rewards teamwork and the individual effort, invests in people, respects the customer and is committed in the interworking approach, the continuous analysis of risks, the satisfaction of legal and other requirements, the realization of the above objectives as well as the updating and communication of the current policy to any interested party, as it has been defined in the Management System.

For 'Puressence Ltd'


General Manager.

Date:

7/2022