

## ISO Policy

The management of EMISIA SA is committed to:

- take all necessary actions to increase customer satisfaction and to follow the legislation concerning the company's activities;
- continuously improve the ISO 9001 Quality System;
- develop know-how in new scientific areas to provide high-quality services;
- monitor and, if necessary, correct the company's direction through defining and systematically monitoring quantitative targets / indicators;
- modify the ISO Policy to ensure system adequacy;
- provide EMISIA staff with the necessary training and positive work environment to successfully execute their assigned tasks;
- provide the necessary resources for seamless business operation.

The company aims at:

- meeting customers' requirements and expectations;
- reaching the projects deadlines;
- effectively and efficiently implementing projects;
- continuously improving its financial figures;
- continuously improving in all areas.

Thessaloniki, 29/09/2017

Giorgos Mellios



Managing Director