

TEDRA Group's policy in the field of quality is expressed by the full commitment of its Management to:

- the conscious implementation of a Quality Management System for the construction, operation & maintenance of public and private works, and the continuous effort to improve its efficiency
- its full harmonization and compliance with the legal and regulatory requirements concerning its operation, the technical projects it implements, and the Quality Management System. It is essential to comply with the relevant European and national legislation, and to comply with the applicable standardization specifications and the technical directives of the EU.
- the maximum possible satisfaction of the needs of its customers for the products and services offered to them, by using the best available technology and know-how for the economic possibilities of the company

In order to meet the above commitments, the management of the Group will make available, at any time and to the extent necessary, material resources and human resources by making appropriate investments. In accordance with its business plan, the company will meet its planned needs in terms of personnel and equipment, on the basis of the requirements for meeting quality objectives. The company's quality policy is generally reflected in the following objectives:

- The continuous growth and increase of the company's market share, with a specific and legitimate management policy on Health & Safety at work, and social corporate responsibility
- To achieve, maintain and improve its image and credibility by constructing reliable electromechanical & construction projects of consistently high quality, at competitive prices and based on efficient technical services.
- The continuous strengthening of a solid and constructive relationship with customers by maintaining constant awareness of their needs, and the needs of their customers, in terms of quality & service and the planning of quality improvements, based on the information returned by them

The basic Quality Policy, on the basis of which all actions of TEDRA Group are designed, is widely communicated inside and outside the company and is summarized in the following framework of quality objectives:

- To achieve and maintain the quality of its technical services and the quality of the constructions it implements, at the level promised to the Principals (customers), in accordance with its legal obligations arising from the project contract and the relevant technical descriptions. Emphasis will be placed on the suitability of the materials and the control of the construction conditions of the project, with the constant aim of reducing deviations and malpractices
- To optimize the processes of capturing the technical requirements & design of each technical project, and the construction & installation process to make them more efficient in order to reduce errors, edits and the cost burden of the project.
- To strictly adhere to the execution and delivery schedules of the works within the agreed deadlines and always in accordance with the established terms, and to inform the clients about the specifications of the project and the materials of construction. Continuously improve customer satisfaction and reduce complaints/observations from supervisors and project recipients.

Giannis Tolios
Chairman & CEO TEDRA