

TEDRA's goal is to remain a commercial, profitable organization expecting to establish a long and sustainable relationship with its customers, fully covering their contractual requirements and responding to their ever-increasing needs, faithfully following the legislative and regulatory requirements.

The success of TEDRA in providing its services is assessed by the customer's opinion, while the effort to adjust and improve its performance is in line with customer requirements and is continuous.

The philosophy behind the delivery of TEDRA services is achieved through:

- Adopt a partnership-type approach with customers by encouraging a mutually beneficial feedback process.
- Development of immediate and flexible response to customer communication and identification of the various needs of customer organizations.
- Investing in staff, at all levels, through a careful and rational training, while recognizing the essential role that the know-how, experience and dedication of staff plays in the success of the organization.
- Development of all those operational procedures appropriate to achieve the desired goal.
- Continuous effort to provide services to the client with the best possible value, which is estimated as the comparative juxtaposition between the cost of the project to the client in relation to the expected benefit for him.
- Continuous search and adoption of methods to improve safety and occupational health in the work environment.

The objectives are implemented through the Company's Integrated Facilities Management System, which complies with the requirements of ISO 41001:2018.

The procedures are defined in the Facilities Management Manual in which they are documented to comply with the requirements of the standard, ensuring that the efficient and effective management of facilities during the operation of the company is continuous and constantly improving.

Compliance with the provisions of this text is mandatory and binding for all staff and partners of our company. This document is available for all staff and interested parties of our Company.

The Company's Management is committed to actively participate in the achievement of facilities management objectives and to offer everything possible for the effective operation of the system.

Ioannis Toliou
Chairman & CEO TEDRA