

QUALITY POLICY of EYDAP

EYDAP is the Company that is active in water supply, sewerage and wastewater treatment services in the major area of Attica.

The primary priority of EYDAP's Management is the satisfaction of its consumers/customers requirements.

To ensure the satisfaction of these requirements, throughout the whole range of water supply and wastewater management services, EYDAP's basic principle and commitment, as well as the philosophy of its employees, is the provision of quality water supply and wastewater services to its consumers/customers, always:

- with respect to them, the employees, the shareholders, society and in general, all interested parties
- in compliance with the relevant legislative and regulatory requirements

In order to achieve the above, EYDAP:

- is committed to the continuous monitoring and compliance with the regulatory and legislative framework and the continuous implementation and improvement of the Quality Management System, in accordance with the international standard ISO 9001:2015, through which needs are identified, solutions are designed, and the necessary processes are implemented and documented.
- sets measurable and objective targets to monitor critical parameters, taking into account its strategy. Those objectives are established and evaluated in terms of their degree of achievement as part of the review of the Quality Management System, so that right decisions are made in time and the continuous improvement of its performance is achieved.
- has the procedures in place to systematically identify and evaluate risks/opportunities during its operation.
- invests in the continuous training, education and information of its employees, in order to promote quality in all their activities, placing particular emphasis on their development and evaluation.
- provides the necessary resources for the efficient and effective operation of its organizational units.
- takes into account, in its operation, the needs and expectations of all interested parties

EYDAP's main objectives, in addition to complying with legislative/regulatory requirements and the requirements of its consumers/customers, are:

- the compliance of products and services provided by its employees and contractors/suppliers, with its requirements and specifications
- **The continuous improvement of meeting the requirements and expectations of its consumers/customers**



EYDAP includes in its strategic objectives the continuous development of its employees, both on an individual and team level, as well as its commitment to human factor, with respect and responsibility to its consumers/customers.

This Quality Policy of EYDAP is in the knowledge of all EYDAP employees and is available to all interested parties.

The Quality Policy is approved by EYDAP's Board of Directors while is reviewed and revised by Health, Safety, Environment & Quality (HSSEQ) Division.