



Τίτλος:	QUALITY, ENVIRONMENT AND ADEQUACY OF COMMUNICATION SERVICES POLICY
Κωδικοποίηση:	Policy
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QUALITY, ENVIRONMENT AND ADEQUACY OF COMMUNICATION SERVICES POLICY

Our **VISION** is for MSCOMM S.A. to be an important partner in projects related to its field, in order to fully satisfy customers and all stakeholders. As a Field of Certification has been defined:

PROVISION OF COMMUNICATION AND CONSULTANCY SERVICES

The company's **STRATEGY** consists of:

- the optimal planning and execution of the services we offer
- to control and ensure all the quality characteristics of the services we provide
- in the search for innovative solutions in quality management, environmental management and communication management
- to implement the customer's requirements and to comply with the legislation, as well as all safety rules regarding the working environment
- in cooperation with well-trained employees, aiming at total customer satisfaction
- to the commitment to provide all the necessary resources for the implementation and continuous improvement of the Quality Management System according to ISO 9001:2015, Environmental Management according to ISO 14001:2015 and Management capacity in communication services according to ELOT 1435:2009.

In implementing our strategy, we are committed to the following objectives:

- maintaining high customer satisfaction
- fully controlled service conditions
- documented procedures for managing problems and emergencies
- continuous monitoring of the results of services provided
- sustainable development path with rational use of natural resources
- full implementation of the legislation
- establishing environmental programmes to improve environmental impacts, taking into account the life cycle of materials and products
- establishing and monitoring communication programmes to ensure continuous improvement in the communication services provided
- monitoring compliance with the contractual obligations for the implementation of the projects
- ensuring the necessary resources for the effective operation of the system
- continuous training of staff in quality, environmental management and communication
- risk analysis and exploring opportunities
- fulfilment of all the specified requirements of the standards
- continuous improvement of the effectiveness of the Management System processes, with defined objectives, in order to achieve the improvement of the company's performance.

To meet the above, the company has established and implements a Quality Management System, Environmental Management System and a Management Capacity in communication services that is monitored and improved through inspection, evaluation and review programs. It is designed to be primarily aimed at preventing nonconformities related to the company's operation and scope of activities, in such a way as to provide maximum customer satisfaction and meet stakeholder requirements. This policy is the foundation of the products and services provided and for this reason the company's management has undertaken to instill the policy in all employees and partners of the company.

Company Manager
Michael Stagos