



APPENDIX C - QUALITY POLICY

Company's Quality Policy

Diaploous Land Service main concern is meeting the needs and expectations of its customers and providing them with high quality services. The Company has realized that in order to meet their objectives in the best possible way and be able to respond to market demands have to implement its work within a certain framework defined by the specification of quality. Therefore, Diaploous Land Services has created an Integrated Management System so as to effectively and productively address to the following challenges:

- Continuous improvement.
- Use of modern technological processes for the allocation of services.
- Close monitoring of market developments and needs.
- Monitor and respond immediately to requests and questions from customers.
- Keeping agreed with its customers.
- Requiring suppliers to meet quality standards desired by the Company.
- Direct detection of non-compliance and initiate corrective and preventive actions.
- Provide necessary tools and knowledge to all staff of the Company.
- Growing spirit of cooperation to all the staff of the Company.
- Monitoring and compliance with laws and regulatory requirements.

Every person involved in the implementation of the Company's IMS must be familiar with Company's policy, procedures and instructions and must be aware any changes / revisions / amendments.

The Company ensures effective implementation of the Quality & Security Management System by:

- Keeping a documented system in compliance all the applicable standards.
- Allocating a management representative (Quality Manager).
- Providing enough monitoring measures such as record keeping and record reporting controls.
- Providing adequate resources for effective implementation.
- Ensuring that all necessary inspections / audits are fully completed within due time.
- Monitoring customer requirements and satisfaction.
- Taking appropriate corrective and / or preventive actions for every deficiency identified.
- Setting quality targets and monitoring the effectiveness.
- Continually improving the Integrated Management System

Responsible for the drafting and review of such policy is the Quality Manager. Responsible for approval of the quality policy is the General Director.

The Quality Policy should be exhibited in prominent positions at Company premises.

Date: March 2021	Position: General manager	Name: A.Galatis	Signature:
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