



ERGOCERT HELLAS S.A. provides accredited industrial inspection services as a Type A Inspection Body according to the International Standard ISO/IEC 17020, in accordance with National Regulatory Provisions and/or relevant mandatory European Directives for elevators, lifting equipment, pressure equipment, welding, petrol vapour recovery systems, electrical installations, and other industrial applications and related activities, in accordance with the official Scope of Accreditation under ISO/IEC 17020, as valid, by ESYD.

Additionally, it operates in the field of Audit and Certification of Management Systems according to the International Standard EN ISO/IEC 17021, Product Certification according to EN ISO/IEC 17065, and Persons Certification according to EN ISO/IEC 17024.

The core principle and commitment of ERGOCERT HELLAS S.A., as well as of each of its employees, is to provide clients with services that:

- fully meet customer requirements,
- comply with the relevant legislative and regulatory requirements,
- meet the requirements of the standards ISO/IEC 17020, ISO/IEC 17021, ISO/IEC 17065 and ISO/IEC 17024, and other regulatory documents set by the Hellenic Accreditation System (ESYD),
- achieve the quality objectives set by the Certification Body
- provide added value to customers

The management of ERGOCERT HELLAS S.A., through this Quality Policy Statement, responsibly declares and commits to providing reliable, independent, impartial, high-status, accredited services of inspections, audits and certifications that enhance the trust of interested parties.

To achieve the above, ERGOCERT HELLAS S.A.:

- › Implements a Quality Management System (QMS) in accordance with International Standards ISO/IEC 17020, ISO/IEC 17021-1, ISO/IEC 17065, and ISO/IEC 17024, as well as relevant Regulations and Accreditation Criteria of ESYD, and the Regulations and Guidelines of the EU, as applicable.
- › Complies with the reference Standard, the regulatory documents, the applicable Greek and EU legislation, and the regulatory provisions.
- › Continuously updates itself on applicable legislative and regulatory requirements governing its field of activity.
- › Ensures its technical competence so that its services are carried out with integrity, impartiality, reliability, and in consideration of legislative requirements.
- › Employs highly qualified and experienced staff and invests in their continuous updating and training to promote Quality in all their activities.
- › Ensures the confidentiality of its staff regarding information, as well as the security of client data and records.
- › Ensures the independence, impartiality, and integrity of all personnel and external associates to fully safeguard the objectivity of Inspection, Audit, and Certification activities.
- › Sets measurable and objective quality goals. These goals are established and assessed in terms of their achievement within the framework of the QMS Review by the company's management.
- › Provides the necessary resources for the uninterrupted, efficient, and effective conduct of inspections / audits / exams and overall operation.
- › Reviews and continuously improves the performance and efficiency of the Processes and the entire Quality Management System.
- › Accurately fulfills all contractual obligations.
- › Continuously monitors customer satisfaction and ensures effective management of complaints and appeals.

Chairman & CEO  
Spyridon Liakos

Thessaloniki, 15.04.2024