



## Quality Policy V1.1

Hellenic Systems Ltd were formed in 1988 to provide leading edge solutions for the food and manufacturing industry. Experience coupled with visionary development ensures that users of our systems benefit from leading edge technology constructed on a foundation of core values that remain as important today as ever. We pride ourselves on providing exact fits for customer applications. Our core policy is "Simplifying the Process".

In June 2023, Hellenic Systems Ltd was acquired by Vesta Software Group. Hellenic continues to operate as before, with no changes to operational processes that could impact our customers, and with the security and support of a parent company model.

To achieve this, a Quality Management System (QMS) has been implemented to meet the requirements of ISO9001:2015, focused on the customer journey and assuring the company processes are effective to meet the needs of all interested parties.

We have adopted a risk-based approach to identify threats and opportunities to ensure that we continue to meet our own high expectations and those of our customers.

To give the QMS purpose and direction, SMART Quality objectives are agreed at all levels of the organisation and are regularly reviewed. Objectives include identified risks and opportunities and support our overall business strategy.

To ensure that all relevant staff, customers and third parties are aware of the QMS, and their particular responsibilities within it, this policy is displayed and communicated publicly, supported by awareness and training activity.

We are committed to the continued review and improvement of the QMS and ensure continued compliance with contractual, legal and other requirements applicable to the organisation.

Top management gives complete approval and commitment to this policy.



### ISO9001:2015

Hellenic Systems LTD are an ISO 9001:2015 accredited company, certified by Auva, Certificate Number 1519.

Scope of supply: Provision of Software and Hardware Solutions for factory management systems.

### NAWI Module D (Non-Automatic Weighing Instruments)

Hellenic Systems Ltd has been assessed by UKMB (Notified Body Number 8528) and approved as meeting the requirements of: Non-automatic Weighing Instruments Regulations 2016: Schedule 7 (2): Module D (Conformity to type based on quality assurance of the production process), as amended.

We can offer scale weight check calibrations for non-automatic weighing instruments on overhead track scales, floor scales and bench scales.

We also offer initial scale verification (legal for trade) to UKCA certification. We are also able to carry out re-qualifications to instruments placed on the market in the United Kingdom.

It is important, for accreditation purposes, that weighing equipment is calibrated at least once a year. Hellenic Systems provide a Calibration Service that satisfies all major retailer compliance requirements.