

Quality Policy

Hellenic Systems Ltd was established in 1988 to deliver leading-edge solutions to the food and manufacturing industries. Our experience, combined with a commitment to innovation, enables us to provide high-quality, fit-for-purpose technology solutions that meet our customers' specific requirements.

To support this commitment, we operate a **Quality Management System (QMS)** in accordance with **ISO 9001:2015**. Our QMS is focused on understanding the customer journey, meeting applicable requirements, and ensuring that our processes are effective, controlled, and continually improved.

We adopt a **risk-based approach** to identifying and addressing risks and opportunities, ensuring we consistently meet customer expectations, enhance satisfaction, and protect the long-term success of the business.

SMART quality objectives are established at relevant levels within the organisation, aligned with our business strategy, and regularly reviewed. These objectives support continual improvement and effective management of risks and opportunities.

We ensure that all employees, customers, and relevant interested parties understand this policy, their responsibilities within the QMS, and how they contribute to quality. This is achieved through communication, training, and ongoing awareness activities.

Hellenic Systems Ltd is committed to:

- Continual improvement of the QMS
- Compliance with all applicable statutory, regulatory, contractual, and customer requirements
- Providing the resources necessary to achieve quality objectives

Top management demonstrates full leadership, accountability, and commitment to this Quality Policy.

Signed:

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Signature:



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