

# QUALITY POLICY

Customer satisfaction and trust, achieved through meeting defined quality specifications and maintaining consistency in the consulting services provided, are fundamental principles of **Geomine J&K**.

The company's objective is to establish itself in the market as a leading and reliable consultant for high-specification, technically demanding projects, offering technical services and expert support. To this end, **Geomine J&K** sets measurable Quality Objectives aimed at:

- Improving the organizational structure through the clear definition of roles, responsibilities, and authorities.
- Enhancing company operations by identifying and developing internal Procedures.
- Improving internal communication by defining the interaction and interdependence of the company's processes.
- Increasing customer satisfaction through a systematic approach to identifying and meeting their requirements.
- Achieving continuous improvement of the Quality Management System and overall company performance through the effective use of the following tools:
  - Definition and review of quality objectives
  - Management Review
  - Internal Audits
  - Corrective Actions
  - Systematic analysis of data derived from Quality Records
- Identifying the needs and expectations of all relevant interested parties (clients, personnel, the broader community, etc.) related to the Quality Management System.

To successfully achieve the above objectives, the Management of **Geomine J&K**:

- Commits to implementing the principles of the Quality Policy and the Quality Management Plan it defines.
- Commits to complying with applicable Greek and European legislation.
- Informs and motivates its personnel to adopt and adhere to these principles.
- Ensures the provision of the necessary infrastructure and equipment required for the effective execution of operations and for the proper implementation of the Quality Management System.

This Quality Policy is communicated to and made available for all interested parties and is periodically reviewed by the company's Management.

**THE MANAGEMENT**  
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