

## NATIONAL QUALITY INFRASTRUCTURE SYSTEM/IOU ELOT

### QUALITY POLICY

The Hellenic Organization for Standardization (ELOT), Independent Operational Unit (IOU) of the National Quality Infrastructure System (NQIS), aims to provide services for the development and establishment of standards for technical harmonization with the European and international institutional and regulatory framework in order to ensure conditions of legal certainty, removal of obstacles to healthy entrepreneurship, compliance with the rules of healthy competition, free movement of goods, services and personnel in the EU and support of healthy entrepreneurship and competitiveness at a national level.

ELOT aims to play an important role in the regulatory and market surveillance framework in terms of ensuring the quality of products and services, supporting the competitiveness of the national economy by observing the rules for the protection of the rights of consumers, workers and citizens and respecting and protecting the environment without discrimination based on gender, race, beliefs, etc. Particularly:

- Promotion of standardization in the Regulatory Framework, in Technical Regulations, in Competent Authority decisions.
- Encouraging and facilitating access of SMEs and social stakeholders to standards and standardization processes
- Increased participation of the Competent Authorities in terms of information and utilization of standards.
- Utilization of standardization in research and development activities and projects.
- Education of consumers in matters relating to the standardization of products and services.
- Development of the Digital Market with safety, quality, energy and cost savings through standards.
- High-quality standard releases that are properly maintained and readily available to customers.
- Availability of IT resources to establish, maintain/upgrade and operate IT infrastructure and tools.
- Provision and improvement of quality services to businesses, Public Administration and Local Government, Academic and Research Community, consumers and society.

Applying the following principles:

- Transparency
- Open participation on a non-discriminatory basis at every stage of standards development process
- Encourage and facilitate social stakeholder access to standards and standardization development process
- Appropriate representation of stakeholders
- Impartiality
- Consensus
- Independence of structures

In order the aforementioned to be achieved, the Management and Employees of NQIS/ELOT declare our COMMITMENT to the following principles:

- Implementation and continuous improvement of the Quality Management System (QMS).
- Excellent internal (between Management and employees) and external (between stakeholders, customers, suppliers, etc.) communication.
- Excellent collaboration between divisions/departments and creation of structured and efficient work teams.
- Improvement of infrastructure and staff training.
- Improving stakeholder satisfaction.
- Selection of qualified partners without discrimination based on gender, race, beliefs, etc.
- Continuous innovation in the way of thinking and acting and undertaking initiatives required by society and the economy.
- Consistent implementation of the requirements of the ELOT EN ISO 9001:2015 Standard, the CEN-CENELEC-ETSI Internal Regulations and national and Community legislation.
- Acknowledgment and safeguarding of copyright and exclusive exploitation rights on ELOT's standards, drafts and other standardization documents.
- Compliance with Regulation 679/2016 for the protection of personal data of natural persons against their processing with the application of an appropriate system. This system consists of procedures, as well as organizational and technical & practical measures for the protection of personal data.

For the implementation of the Quality Policy, the Management of NQIS/ELOT ensures through appropriate procedures that:

- The employees are fully informed and implement the QMS under the supervision of the Management.
- Employees are aware of the Quality Policy.
- Appropriate resources (infrastructure, training, etc.) are provided to achieve quality objectives.
- The appropriate environment for the operation of the processes is provided.
- Quality targets are set which are monitored and analyzed.
- The risks that affect the provision of services and the operation of the Organization are recognized and dealt with.
- Complaints, suggestions, non-compliances, questionnaires, reports, etc. are analyzed and monitored in the context of improving the QMS.

Peristeri, 20/01/2023

Managing Director NQIS / ELOT

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