



## QUALITY POLICY – AHI Carrier SEE Air-Conditioning S.A.

AHI Carrier SEE Air-Conditioning S.A. is a dynamically expanding company, engaged in the provision, installation and maintenance of air-conditioning, heating, refrigeration and ventilation systems. Its operations are carefully adapted to meet market needs, and the company's compliance with the ISO 9001:2008 standard guarantees customer satisfaction.

The company focuses in improving living conditions, protecting natural resources, and supplying a comprehensive range of products and services designed to create a comfortable, productive and healthy environment, regardless of climate conditions.

The company is committed to:

- Complete, immediate and methodical procedures designed to meet customer needs.
- Achieve high product and service quality, assured through on going checks and measurements.
- Develop technological advancements and applied innovation of products and services.

The company records and reports its activities and objectives with respect to professional ethics, the laws of the European Union currently in force, and those of other countries to which it exports its products. It is committed to ensuring safety in the workplace and the protection of natural resources and the environment.

In pursuit of these objectives, the company's management is committed to:

- ✓ Apply and renew a Quality Management System that is clear and communicated to the whole workforce through continuous training.
- ✓ Set measurable targets, that are closely monitored through senior management reviews.
- ✓ Provide the necessary resources to ensure the company runs seamless and efficiently.
- ✓ Pursue the on-going training of it's workforce, encouraging employee advancement and development, promoting innovation and maintaining the highest level of skills and expertise of its staff and management.
- ✓ Ensure employee satisfaction, as the company appreciates knowledge and experience and strives to development.
- ✓ Assure that all departments of the company have the necessary facilities and equipment.
- ✓ Monitor and control environmental conditions in all company areas of storage, installation and maintenance.
- ✓ Create a technologically modern and professional working environment.

The company is continuously upgrading its procedures to ensure on going development, strengthening its position in technological advancements and market innovations in order to meet the expectations of customers, employees and shareholders.

The company is aware that quality is knowledge, fully incorporating in all company procedures and rules governing the responsibilities and it's metrics.

Yours respectfully,

**Katerina Dimas**  
**Managing Director**

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