

## Quality Policy

Y. Skembedjis & Sons Ltd specialises in the sale of new and used lifting machinery, handling and industrial equipment, supply chain machinery and parts, as well as in providing rental, leasing, maintenance and repair services.

Moreover, our company offers accredited training courses for the proper and safe use of lifting machinery, ensuring:

- the compliance with the relevant Health and Safety at Work Regulations,
- the safe and effective operation of lift trucks,
- full understanding of the operation of lift trucks,
- the promotion and development of additional competence and hands-on experience at workplace.

Our courses enhance the establishment of a safe working environment, both for the use of the machinery and its operator, having as a result the increase of productivity and sense of responsibility among the employees, as well as the decrease of accidents at work, which constitutes a social policy objective of the European Union.

Furthermore, our company is qualified to perform a Thorough Examination - which is similar to the MOT test for cars - ensuring that all aspects related to safety have been checked, assessed and designated as safe during this test.

Our objective is to offer products and services that meet the requirements of our clients and are suitable for their intended use. This is achieved through the following actions:

- Using necessary equipment, properly maintained.
- Involving adequately trained and experienced personnel.
- Applying a quality control system.
- Applying a corrective action system.
- Monitoring the market and developments in technology.
- Implementing the relevant legislation.
- Understanding internal and external issues that may positively or negatively affect the company's performance.
- Understanding the interested parties' needs and expectations.
- Understanding, evaluating, responding to and effectively considering threats that may affect the company's performance.
- Strengthening its leadership and commitment towards quality management issues.

Our company also aims at constantly upgrading its customer service by offering a series of high-quality products and services. Y. Skembedjis & Sons Ltd is committed to consistently implementing all legal and other requirements governing its operation and products, as well as continuously improving its Quality Management System.

Our company applies a registered quality management system in accordance with the requirements of ISO 9001:2015 standards, regarding all processes related to the sale of new and used lifting machinery, handling and warehousing equipment and parts, as well as rental, leasing, maintenance, repair and training services. The general responsibility for the implementation of the aforementioned system relies on the Management Representative.



In order to ensure that all the aforementioned objectives are met, the company applies a measurement and analysis system, based on criteria related to its operation, the quality of its products/services and the satisfaction of its customers.

Our personnel are fully aware of the company's quality policy and have been adequately trained for the application of its quality system; all members of the personnel are responsible for effectively applying it in their own sector. The quality policy is available if required by the interested parties.

The Management of Y. Skembedjis & Sons is committed to monitoring and supporting its personnel using all necessary means, in order to maximise its efforts towards the implementation of the company's qualitative objectives, as defined in this policy.

The General Manager



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