



TWB SA INSTRUMENT TRANSFORMERS

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Quality and environmental management policy

TWB SA, since 1971 and up until today, as the sole instrument transformers manufacturing company in the Greek market, has as principle and commitment:

1. the preservation of our gained reputation and trust of our customers in regards to the high quality or our products, their long service life and the high quality of our services
2. the constant evolution of our products in compliance with the evolution of science and technology, and also in compliance with the requirements for energy saving
3. the offer of scientific advice on the selection, implementation and use of our products and their optimum energy efficiency
4. the continuous improvement of the high quality of our services to our customers
5. the absolute respect of the agreed delivery times
6. the satisfaction of our customers' requirements
7. the reduction of the overall environmental footprint of our product and our operation
8. the compliance with the legal, regulatory and contractual requirements, both in terms of the product, and the impact of our company's activities on the environment

To achieve the above TWB SA:

1. Has adopted a Quality and Environmental Management System in accordance with International Standards EN ISO 9001:2015 and EN ISO 14001:2015, which is applied throughout the company and in all activities affecting a) the quality of our products and services, b) our environmental performance, c) the regulatory compliance and the minimization of our environmental impact, as well as d) our customers' satisfaction.
2. Continuously reviews and improves the characteristics of our products and services, wherever possible, as well as the effectiveness of our Processes, and as a result, our entire Quality and Environmental Management System.
3. Sets measurable objectives for the quality of our products and services, as well as for our environmental performance. These objectives are established and evaluated as to their degree of achievement, within the framework of the Quality and Environmental Management System Review by the Senior Management of the company.
4. Provides the necessary resources for the trouble free, efficient and effective operation of each division of the company
5. Invests in the continuous training, briefing and education of our employees in order to promote quality in every activity
6. Monitors, measures and evaluates the critical parameters and processes to ensure the quality.
7. Sensitizes staff, suppliers, customers and other interested parties regarding the importance of protecting the environment to an extent that exceeds regulatory requirements.

TWB SA, adopting the principles of continuous improvement, recognizes and rewards both teamwork and individual effort, invests in people, fully respects the customer and looks forward to sustainable development.

On behalf of the Senior Management