

# quality, healthy & safety and information security policy.



## Quality, Health & Safety and Information Security Policy

The main objective of the Company's IMS Manual is to create a basis for its process efficiency concerning its quality, health & safety and information security continuous improvement, aiming at continuously meeting the needs and expectations of its employees and customers to their full extent.

The Company's Top Management consistently endorses and implements IMS's core principles and rules by establishing objectives for quality / health & safety / security of information, based on the unreserved and constructive cooperation of both its employees and its contractors.

The basic principles, as much as commitment objectives for **Randstad** are:

- Compliance with the laws and regulations related to its activity;
- Identification of the requirements and the resulting needs of interested parties, as expressed through documented information (e.g. contracts, correspondence, etc.);
- Compliance with the requirements of **ISO9001:2015, ISO27001:2013 & ISO45001:2018**
- Continuous customer support after sales as well as constructive cooperation with all contractors;
- Continuous personnel training, education and motivation in matters of H&S at work;
- Investigation of non-compliance causes or complaints and definition of preventive / corrective actions;
- Recognition of risk management and business knowledge as opportunities for improvement;
- Protection of its interests and of those who entrust their confidential data to use and handle;
- Ensure the availability, integrity and confidentiality of information generated, received and transferred under security projects;
- Maximize the reliability of its information resources;
- Institutionalized and documented consultation and participation of Company's personnel in boards, audits and evaluations on H&S issues at work;

- Investigating incidents and drawing conclusions with the aim of evaluating and improving the Company's performance in H&S issues at work;
- Carrying out regular audits regarding the procedures & instructions implementation for H&S at work;
- Establishing clear and measurable objectives for H&S at work and evaluating the Company's performance, with the aim of continuous improvement;
- Protecting employees from retaliation when they report incidents, risks, threats and opportunities.
- No accidents for all employees and visitors by managing the risks that arise from the activities of the company, the equipment and the facilities.
- Raising awareness among employees to respect the rules, to offer to the development of Health & Safety and to interact with each other for the best comprehension of it.
- Existence of guidelines and rules that are applicable and monitoring their application by their employees and visitors.
- Training employees on general issues and rules as well as in specialized ones, such as firefighting, first aid, etc.
- Active participation of the employees in identifying the risks of the company's activities and also the risky behaviors in order to take measures and set rules.
- Reporting of near misses and investigation of them.
- Training and monitoring the employees on their job.
- Maintenance of training data.
- Monitoring of the health and safety indicators. Continuous effort for the improvement of both the Management System and the performance of the company in the health and safety through the action plan.
- Informing workers of all the new trends in the health and safety matters.
- Integration of psychological factors (stress, multi-tasking, etc.) of the employees in the risk management.
- Monitoring and compliance with relevant national legislation.
- Ergonomics on job descriptions and prevention of occupational diseases.
- Insurance of the equipment and all the building facilities through the check of their maintenance.
- Safe storage, handling and use of stored products and materials.
- Procedures for periodic inspections (audits) for proper implementation of the policy and compliance with the OHSAS 18001 standard.
- Existence of an exemplary work environment as far as health and safety is concerned, which prevents possible injury or illness

The principles of the IMS as well as the objectives for quality / information security / health & safety are regularly reviewed by the Company's Management in order to adapt to the arising needs of (direct and indirect) customers, legislative requirements and to achieve the Company's operations continuous improvement.

Through continuous reviews of the above, Management is in constant search for identifying both human and infrastructure needs. Management is committed to provide the appropriate resources to meet the needs to its full capabilities as they arise and formulate by existing situations. In this direction, the Management has appointed the IMS Coordinators as its representatives in Quality, Health & Safety and Information Security issues.

All Company's Departments have the responsibility to respond, assimilate and implement the processes required by the IMS through their day-to-day activities.

It is the responsibility of the Company's Management to ensure that the Quality / Health & Safety / Information Security Policy is communicated, comprehensible and applicable by the Company's entire human resources. The ultimate objective is constantly developing its business activity with firm commitment to the principles and the offering of top quality services to customers.

The Managing Director