

INTERGRATED POLICY

The unified quality policy is a strategic framework that defines the principles and procedures of MSTAT to ensure the quality of its products or services. This policy includes the company's commitments to customer satisfaction, continuous process improvement, adherence to relevant specifications and regulations, and staff training and development. By implementing a single quality policy, the company seeks to strengthen its reliability, reduce costs from failures and improve its overall performance, thus contributing to its long-term success and competitiveness in the market.

MSTAT s committed to:

- Taking responsibility and appropriate measures to prevent workplace accidents, ensure road safety, and prevent occupational diseases.
- Complying with all relevant legal and other requirements related to its activities concerning occupational health & safety, environmental protection, energy management, road safety, and service provision.
- Continuously improving the Integrated Management System.
- Setting objectives, goals, and programs, which are systematically reviewed, aiming for continuous and further improvement in performance in terms of quality, energy management, occupational health & safety, road safety, and the environment.
- Collaborating with bodies responsible for occupational health & safety, road safety, energy management, and environmental protection.
- Using natural resources (raw materials, energy, etc.) in the most efficient and responsible way.
- Preventing environmental pollution from its activities.
- Providing the means to implement the best available techniques, as far as feasible.
- Ensuring that staff are aware of their responsibilities according to the documented Integrated Management System and are sensitive to issues of occupational health & safety, energy management, road safety, and environmental protection.
- Communicating its policy to employees, partners, the community, and relevant interested parties.
- Providing safe and healthy working conditions to prevent occupational injuries and diseases and avoid traffic accidents.
- Ensuring the possibility of consultation and participation of employees.
- Implementing actions to eliminate risks and reduce the health and safety risks at work, energy management, and the environment.

- Protecting information against unauthorized access, disclosure, alteration, or destruction.
- Ensuring the confidentiality of information.
- Maintaining the integrity and availability of information.
- Ensuring compliance with all applicable legal, regulatory, contractual, and information security requirements.
- Developing, maintaining, and regularly testing Business Continuity Plans to ensure the resilience and continuity of critical business operations.

The **strategic objectives of the Company**, are defined as follows:

- Creating stable, long-term relationships with customers.
- Focusing on and continuously monitoring their ever-changing needs.
- Selecting the right people, subcontractors/suppliers, technical resources, and methodologies.
- Reliable and timely implementation of services.
- Continuous improvement of the applied Integrated Management System.
- High returns on business investments originating from the Company's operations.
- Compliance with legal and regulatory requirements regarding environmental protection, energy management, employee health & safety, and the operation of the company.
- Continuous improvement of the Company and its offered services/products.
- Creating an energy profile through energy footprinting.
- Supporting the procurement of energy-efficient products and services.
- Competitive products and services.
- Ensuring the continuity and availability of services/products.
- Continuous monitoring of the efficiency and effectiveness of operations based on objectives and indicators.
- Sustainable resource management (such as saving, reusing, recycling).
- Full cooperation with bodies responsible for environmental protection, occupational health & safety, and road safety.
- Pollution prevention.
- Prevention of accidents and other adverse events.

To implement the Policy, the Company operates according to the following principles:

- Every employee is responsible for the quality of their work and is fully informed about the Company's Integrated Management System and the objectives/indicators set.
- As a Company, we set goals, provide the necessary resources to achieve them, and analyze the results of our statistical analysis as part of our continuous effort to improve the products and services offered to our customers.
- We provide appropriate training to our staff and the suitable equipment and infrastructure to carry out their assigned tasks correctly.
- The Company has appointed a Management Systems Manager who has organizational independence and the authority to ensure that the Integrated Management System is implemented and, where required, takes appropriate corrective actions.
- The suppliers we work with adhere to the Company's commitments to its customers and interested parties.
- All staff and external partners (when required) are obliged to implement the Management System that falls within their field of activity.