



QUALITY POLICY OF “FLAME CONTROL MON. IKE”

The company FLAME CONTROL MON. IKE, active in the Assembly, Manufacture, Trading, Inspection, and Maintenance of Fire Extinguishers, the Trading and Maintenance of Fire Safety Systems, and operating as a Re-inspection Center for Low and High-Pressure Cylinders, as well as in the Preparation of Active Fire Protection Studies, considers Quality a fundamental prerequisite for achieving its objectives.

Guided by full compliance with applicable legislation, continuous improvement of process effectiveness, and the fulfillment of customer requirements, the company treats quality as a core value ensuring its consistent and reliable presence in its field of activity.

To this end, the company has established and implements a Quality Management System (QMS) in accordance with the requirements of the International Standard ISO 9001:2015.

The main principles of the company's Quality System, as reflected within its procedures, are the following:

- Compliance with legislative, regulatory, and other applicable requirements governing its operations.
- Fulfillment of specified customer requirements as agreed through written contracts or agreements, with the aim of increasing customer satisfaction.
- Constructive cooperation with all suppliers and partners.
- Promotion of open communication and information exchange with interested parties, in a spirit of honesty and mutual respect.
- Training, awareness, and utilization of human resources to maximize competence and engagement.
- Identification of root causes of nonconformities or complaints and definition of appropriate corrective actions.
- Secure management of data and information obtained through cooperation with clients, ensuring confidentiality and non-disclosure to third parties.

The principles of the System, along with the quality objectives, are periodically reviewed by Top Management to ensure their continued suitability and alignment with the evolving needs of the market, legislative changes, and the ongoing goal of continual improvement of company operations.

Through these systematic reviews, Management constantly identifies both human and infrastructural needs, and is committed to providing the necessary resources to meet those needs to the fullest extent of its capabilities.

The Quality Manager and Legal Representative declare that all activities concerning periodic inspection, maintenance, and refilling of fire extinguishers are performed in accordance with the company's Operating Regulation, and ensures that the documented Quality Procedures are communicated, fully understood, implemented, and maintained by all personnel through their daily activities.

Furthermore, Management ensures that this Policy is available and communicated to all personnel, customers, suppliers, and any other interested parties for their information and awareness.

THE LEGAL REPRESENTATIVE

FLAMECONTROL MON. IKE
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