

Integrated Management System Policy (IMS)





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ELASTRON S.A. Steel Service Centers is the leading processor and reseller of steel products and thermal insulating panels in Greece with strong international and long-term domestic partnerships. It is identified with the production and marketing of high-quality steel products, polyurethane panels, and metallic

drywall profiles, with presence both in the domestic market and abroad. By targeting growth, profitability, and sustainability in a highly competitive environment, it commits and implements policies that consist of the following principles:

1. A pioneer in what each time is the core business of the company.

2. Continuous improvement of:

- The corporate image in the market, the way the products are promoted and the client focus.
- Development of products for which there is a demand in the market.
- The production methods of the products and the internal processes of the company.
- The participation of employees in the continuous improvement of the company's operation and the production of products and upgrading of the production methods in order to maintain a significant differentiation in competition.
- The energy performance.
- The commitment to eliminate the risks arising from work and the occurrence of illnesses of personnel.
- Monitoring the physical status and health of personnel.

3. Commitment to:

- Constant improvement of environmental protection.
- Compliance with the applicable legal requirements and other requirements that the company has accepted, which are related to its environmental aspects.

- Supporting markets for energy-efficient products and services, and planning to improve energy efficiency.
- Optimizing internal operating procedures and ensuring optimal production.
- Full compliance with current legislative, regulatory and other provisions.
- Systematic monitoring of legal and regulatory requirements to meet the needs of stakeholders more safely.
- Identifying the framework of objectives set and monitored.
- A continuous improvement of the IMS.
- Elimination of risks and risks.
- Zero accidents.
- Constant awareness of the personnel on Health and Safety matters.
- Consultation of employees (mainly through the inter-department meetings and the work environment improvement as posted on the bulletin board).
- Monitoring issues related to improving the working environment.
- Continuous training on safe use of PPE, equipment, safe loading, lifting and handling of goods.

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4. Coverage with the production of a significant number of products to meet existing market needs.

5. Excellent behavior towards customers and their executives.

6. Good professional and human relationships between all employees and the company's partners, in order to achieve a pleasant working environment.

7. Commitment to the continuous implementation of all the internal procedures of our company as recorded in the IMS (Quality, Environmental, Energy, and Health and Safety Management Systems) according to
- ISO 9001, ISO 45001, ISO 14001, ISO 50001, and ISO 39001 Standards.

8. The company's policy is documented, applied, maintained and reviewed as to its suitability and is communicated to all persons working in or on behalf of the company and made available to the public.

The recognized principles of ELASTRON S.A. are achieved through:

- i. the measurement of relevant indicators and the determination and review by Top Management of ever higher quality, human, environment and energy.

ii. motivating the employees.

iii. the recruitment of new employees on the basis of predefined criteria

iv. provision of training and systematic dissemination of information to all employees.

v. organizing regular meetings of staff within the company with the aim of exchanging information and experiences and securing its know-how.

vi. continuous investigation and evaluation of customer satisfaction.

vii. he results of the interdepartmental meetings and the employees' suggestions from improvement.

viii. continuous corrective actions to effectively manage customer complaints, failures, problems and weaknesses
- of the company that are mainly taken as opportunities for improvement.

ix. continuous monitoring and implementation of the quality, environmental and energy programs resulting from the risk analysis to eliminate potential problems to minimize the costs incurred by the enterprise since their occurrence and to demonstrate the reliability, and the effective operation of the company.

x. production of quality and safe products to meet the market and customers' needs.

xi. the adequacy of the energy indicators to achieve the predetermined objectives.

xii. the results' review of the initial energy planning.

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Quality Policy

The establishment of ELASTRON S.A. Steel Service Centers at the top of the market for steel products and metal building materials is the result of the non-negotiable quality of its products and services. For everyone involved, Management and employees in the Company, ensuring the high quality of products and processes is a daily concern.

The company's goal is to keep the level of products and services high while at the same time constantly seeking ways to make its products even more competitive and reliable, and the production and distribution processes even more effective.

ELASTRON S.A. implements structured quality assurance procedures that consist of the following principles:

- the constant search for innovative and pioneering processes that are applied to the most effective execution of the work.
- optimizing internal operating procedures and ensuring optimal production.
- ensuring customer satisfaction, associates and other stakeholders.
- systematic monitoring of legal and regulatory requirements to meet the needs of stakeholders as defined by the corporate framework (clients, staff, local communities, Authorities).
- commitment to meet the requirements, including stakeholders, to continually improve the IMS.

Environmental and energy management policy

The implementation of the environmental and energy policy envisaged for the protection of the environment is of particular importance for the steel products of ELASTRON SA. The company ensures that its activity has the least possible impact on the environment and the consumption of natural energy resources. Therefore, it is bound and complies with the applicable legal and regulatory requirements governing its activity.

Additionally, with the aim of continuously improving environmental performance and minimizing the use of natural resources during the production and business process, the company aims at:

- the use of environmentally friendly technologies.
- the supervision of raw materials and energy consumption.
- prevention of possible pollution risks.
- the recycling of materials resulting from its activity.
- a competitive energy market.
- minimization of CO₂ emissions and pollutants harmful to the environment.

- selecting suppliers who are committed to the energy indication of the products and services they offer (where possible).
- investments in energy-efficient installations and projects with short-term devaluation.
- the identification of environmental and energy indicators as they result from the analysis of the environmental and energy aspects and sources, as well as the way of their effective monitoring
- compliance with applicable legislative and regulatory requirements regulating energy consumption and energy efficiency.
- raising awareness of employees by providing appropriate information and training.

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Health and Safety Policy

Ensuring health and safety conditions of high standards in the workplace is of primary importance for ELASTRON Steel Service Centers. Employees of the company know that all the necessary measures and all necessary controls are in place so that both the facilities and the machinery, as well as the procedures applied guarantee a safe working environment for all.

The measures implemented by the company to create a healthy and safe environment include the following:

- Cooperation with a Safety and Occupational Safety Officer that work preventively but they are always ready to intervene in the facilities in case of need.
- Workers from all departments and sectors are trained regularly to be able to provide first aid.
- A complete and modern fire protection system which is installed in all facilities, while complete equipment with appropriate means of protection is in place.

- All workplaces have been set up and operate in accordance with current laws and regulations.
- There is ongoing training of personnel on health and safety issues.
- At regular intervals, thorough audits and systematic inspections are carried out on the implementation and effectiveness of the installed security systems.

Respect to human beings is fundamental to ELASTRON Steel Service Centers. For this reason, the minimization of the likelihood of accidents and the provision of workplaces which offer the workers respect to their health, and personality are non-negotiable.

Road traffic policy

A fundamental principle and commitment of the Company is the continuous improvement of the road safety of the employees and consequently of the other interested parties.

The Company's goal is to provide high quality services in the context of implementing a road safety system so that the requirements and expectations of customers are met; as well as the pursuit of avoiding road accidents.

The company is committed to the following:

- To listen to the needs of its customers and to integrate them properly in its planning.
- To listen to the needs of its customers regarding the expected road capacity - behavior and safe traffic of vehicles and to integrate them properly in its system.
- To provide the necessary resources for the development, enforcement and improvement of the road safety management system in accordance with the ISO 39001 standard.

- To implement systematically and without deviations the necessary procedures related to road safety in accordance with the internal procedures of the Road Safety Management System as well as the principles and directions set by the Principles of Authority bodies.
- To effectively implement and continuously improve the Road Safety Management System.

It is the duty of every employee to comply with the road safety. For this reason, the commitment fully applies to the awareness of all employees -regarding their responsibilities to work and act in accordance with the established rules.

Procedures and actions which do not guarantee the fulfillment of the aforementioned objectives they are interrupted directly by the people in charge, root cause analysis is conducted, and necessary improvement measures are established accordingly.

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