

Quality Policy

PHAETHON CoE

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Quality Policy

Overview

This document formally states the organisation's commitment to quality. It outlines the organisation's philosophy and approach to quality, as well as the specific objectives and targets that it wishes to achieve. This document should be reviewed and updated on a regular basis to ensure that it remains relevant and reflects the current state of the organisation.

Quality Policy

At **PHAETHON CoE**, we are committed to excellence in all aspects of our research and innovation endeavors in the energy field.

Our dedication to quality is inherent in our pursuit of knowledge, innovation, and impactful contributions to the energy sector. As a Centre of Excellence, we recognize the importance of maintaining the highest standards of quality in our research processes, methodologies, and outcomes.

Our Quality Policy encompasses the following principles:

- **Commitment to Excellence** – We are dedicated to conducting cutting-edge research that pushes the boundaries of knowledge and drives innovation in the energy field. We strive for excellence in every aspect of our work, from project planning and execution to data analysis and dissemination of findings.
- **Adherence to Regulatory Standards** – We adhere to all relevant regulatory requirements, standards, and ethical guidelines governing research in the energy sector. Our research practices are conducted with integrity, transparency, and respect for ethical principles.
- **Continuous Improvement** – We are committed to continuous improvement in our research processes, methodologies, and outcomes. We regularly assess and evaluate our performance, seek feedback from stakeholders, and implement corrective and preventive actions to enhance the quality of our work.
- **Collaboration and Partnership** – We foster a culture of collaboration and partnership both internally and externally. We actively seek opportunities to collaborate with industry partners, academic institutions, government agencies, and other stakeholders to leverage expertise, resources, and knowledge for mutual benefit.
- **Empowerment of Researchers** – We empower our researchers with the tools, resources, and support they need to excel in their work. We provide opportunities for professional development, training, and mentorship to foster a culture of learning and growth.
- **Focus on Impact** – We are driven by the desire to make a positive impact on the energy sector and society as a whole. Our research endeavors are guided by a commitment to addressing critical challenges, advancing knowledge, and contributing to sustainable solutions for a brighter future.
- **Customer Satisfaction** – We are dedicated to meeting and exceeding the expectations of our stakeholders, including clients, partners, funders, and the broader community. We prioritize open communication, responsiveness, and accountability to ensure customer satisfaction.

Commitment

PHAETHON CoE is wholly committed to our quality policy which is in place to ensure our services fully always meet the requirements of our customers and end-users.

PHAETHON CoE goal is to be a world-class autonomous and self-sustained Centre of Excellence (CoE), which will act as a catalyst for excellence and innovation in the energy field. To achieve this goal, we are committed to implementing, maintaining, and continually assessing operational systems and processes.

Approach to Quality

PHAETHON CoE firmly believes in the concept of customer and vendor working together in pursuing this policy and in continually striving for improvements in product and service quality. Within this policy we are committed to operating our Company under the disciplines and control of a Quality Management System (QMS) conforming to the International Standard ISO 9001:2015, planned and developed jointly with our other management functions.

Interested Parties and Stakeholders

Interested parties and stakeholders include: Internal stakeholders (PHAETHON CoE Board of Directors, International Advisory Board, Executive Management Committee, Stakeholder Advisory Group), National Energy and Regulatory Stakeholders (Cyprus Energy Regulatory Authority, Transmission System Operator Cyprus, Distribution System Operator, Ministry of Energy, Commerce & Industry, Deputy Ministry of Research, Innovation & Digital Policy), Industry and Market Stakeholders (Energy-field industrial organisations), Academic Stakeholders (Energy-field research institutions), Funding and Policy Stakeholders (Research and Innovation foundations and organisations) and Societal Stakeholders (Municipalities, energy communities, energy-field professional bodies and citizen initiatives).

Monitoring and Evaluation

PHAETHON CoE will constantly review and improve upon services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

This is done by:

- Obtaining client feedback after completion of each project.
- Conducting employee survey, measuring all aspects of quality and production process.
- Internal audit of departments quarterly or every once in 6 months.

Communication

The Quality targets and objectives will be always communicated and available to staff. Training will be an integral part of the strategy to achieve the objectives. The Policy will also be available to clients and candidates upon request.