

QUALITY POLICY

Company policy of ELKEME S.A is the maximum possible fulfilment of customer requirements along with the reliability, accuracy and objectivity of the industrial research and technological development related services (testing/ data analysis/ expert consultation etc.) as well as the compliance with relevant legislation and applicable standards, all of which is achieved through a structured environment that aims continuous improvement. The company deals with customers the same way and equally, considering that all have high quality requirements which must be met.

As part of the Quality Management Policy the Company has set key quality objectives, that are regularly reviewed, in order to:

- Improve the customer service response
- Improve the quality of the offered services to customers
- Reduce customer complaints and improve satisfaction
- Reduce problems regarding supplies and vendors (material, equipment, outsourced services)
- Confirm that the company's processes are working effectively and the procedures are followed
- Offer high added value services

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

- Each employee is responsible for the quality of his/her work
- All employees are fully aware of the ELKEME Quality Management System including its procedures and processes and arrange for the effective implementation and compliance with, under the supervision and guidance of the General Manager and the Quality Manager.
- The Company provides all the resources required (equipment, materials, training) to achieve quality objectives.
- Any action related to and which may affect the quality, is planned and implemented by using established procedures and processes of the Quality Management System.
- All audit and control results are analysed and used as appropriate in a continuous effort to improve the Quality Management System.
- The company ensures the integration of quality management system requirements into the organization's business processes and promotes the use of process approach and risk-based thinking

The Company has appointed a Quality Manager who reports to the General Manager and has the authority and organizational independence to ensure that the Quality Management System of the company is maintained according to the ISO 9001:2015 standard.

Oinofyta, 16/5/2018

For ELKEME S.A

General Manager