

QUALITY POLICY

Purpose of the Policy

The final and most important judges of the quality of our products are our customers. At the same time, as a business we have responsibilities towards our staff, our external partners, the community, the environment and to our shareholders.

This Policy aims to prescribe how we respond to the requirements related to the quality of our products and services, and at the same time meet our obligations to our staff, our external partners, the community, the environment and our shareholders.

Quality Objectives

The main objectives of our Policy are:

1. To provide services and deliver products that fully comply with the requirements and delivery times specified for them, as specified in their technical specifications and procurement contracts, whilst securing good financial outcomes for the Company and its customers.
2. Always to comply with applicable legislation in general, and particularly with legislation pertaining to quality, safety and the environmental impact of our products and services.
3. To continuously improve our method of operation so that our products and services can be viewed as high value high quality **and primarily so that PAVLOS J. CONTELLIS SA is regarded as a reliable partner that can withstand the tests of time by our customers, our suppliers, our representatives and our employees and the business environment.**

Method of achievement

In order to achieve the above, we have installed, operate and continuously improve a Quality Management System (QMS) that complies with the EN ISO 9001:2015 standard.

The essence of our system is that all Company employees recognise that quality and cost is the end result of a series of processes and procedures. Achieving our objectives requires the systematic control of these processes and procedures at each separate phase, and as a whole.

The methods we use to control our processes and procedures are as follows:

- **Setting specific performance targets and specifications for the products and services we provide, and monitoring the extent to which we achieve those targets as well as the level of compliance by our products and services with the requirements laid down.**
- **Clear identification of responsibilities and competences for each process or part thereof.**
- **Written documentation indicating how we perform our work (manuals, detailed procedures, technical guidelines, etc.).**
- **Quality Control (during receipt of materials, supply of products and services and final delivery).**
- **Keeping written records that prove the quality of our products.**
- **Oversight of the implementation of the above, through the systematic monitoring of data on the efficiency and productivity of our operations (internal inspections).**
- **The process by which the Company learns from its mistakes, systematically ensuring that they are not repeated (corrective actions) and that its operations undergo continuous improvement through setting, monitoring and achieving specific targets to this end.**

**Resources**

The Company's management is committed to providing all of the necessary resources (personnel, training, equipment) to enable the abovementioned objectives to be carried out.

Key Responsibilities - Competences

The Board of Directors, the CEO and the General Manager, are responsible for the overall operation of the Company, determining its policy and objectives.

The Quality Manager is authorised, in cooperation with key Company personnel, to develop, improve, document and monitor the quality system and to implement necessary changes, subject to the approval of the General Manager.

The Quality Manager is also authorised to carry out the following:

- ✓ To monitor the implementation of the procedures provided for through the internal inspections
- ✓ To receive updates regarding the quality performance of the business in order to identify areas in need of improvement
- ✓ To initiate all corrective or preventive actions deemed necessary to correct or prevent quality problems.
- ✓ The Company's directors and supervisors in the various positions are responsible for the implementation of this Policy which fall within the scope of their responsibilities.

In addition, all executive staff and employees must be active within their areas of competence and responsibility, in order to achieve these objectives, implement this Policy, and improve the operation of the company.

Commitment of Implementation & Dissemination of the Quality Policy

The management of PJ CONDELLIS SA is committed to faithful compliance with this Policy and to the requirement that all Company employees should contribute to its implementation. It also ensures that its employees and external partners are familiar with the contents of this Policy.

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**I. CONDELLIS
CHAIRMAN & CEO**

(Signature)