



Quality Policy

January 2024

Quality Policy

Quality is an integral part of **HELLENiQ ENERGY and its subsidiaries'** Sustainable Development Strategy, not only in terms of products and services, but also as a key element of its corporate governance.

Our goal is the production, distribution and provision of high quality products and services that meet consumer-customer requirements and expectations.

In this context, HELLENiQ ENERGY and its subsidiaries are committed to:

- **Applying** the relevant Greek and European legislation, monitoring international legal developments and planning the necessary changes and investments.
- **Responding**, through actions and programs, to Stakeholder **expectations and needs** resulting from consultation, communication, evaluation and feedback received regarding Quality.
- Determining and **ensuring** the necessary professional **competence** of personnel executing work related to the Quality Management System.
- **Identifying** and applying **criteria** for evaluating, selecting, monitoring performance and re-evaluating external suppliers.
- Systematically evaluating the **quality of internal services** and strengthen collaboration among organizational units, with the aim of **improving effectiveness and internal customer satisfaction**.
- **Selecting** and **applying** modern practices - **best available techniques** in production processes as well as in storage, distribution and product management.
- **Systematically checking** equipment reliability, quality of raw materials, as well as intermediate and final products, but also applying a certified **Quality Management System** to the Group's pertinent activities.
- **Informing** and **advising** its clients regarding the quality of provided products and services for their rational use.
- Setting goals for **continuous improvement**, monitoring and **evaluating** Quality performance of the products and services provided.

This Policy commits all HELLENiQ ENERGY and its subsidiaries' employees, is integrated into all its activities, is available to the public and is subject to periodic reviews with the aim of continuous product improvement and customer satisfaction.

This policy was approved by the HELLENiQ ENERGY CEO on January 10, 2024