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## QUALITY POLICY

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The Quality Policy of KAVALA NOVAFERT LTD is an elemental key of the Company's Strategy Planning.

The Quality Management System of KAVALA NOVAFERT LTD follows the International Standard ISO-9001:2015, which aims to constantly improve the quality of our company's products and is developing on a daily basis in the context of new technological improvements that are imposed by the trends of the market.

The main objective of KAVALA NOVAFERT LTD is:

- ✚ **The design, production and marketing of chemical products with high added value**, in a secure and creative working environment, in full compliance with the requirements of the Customers, with respect to legislative and regulatory requirements for the production and distribution of such products in Greece, European Union or any other State, while respecting the principles of Safety and Environmental Protection.
- ✚ The **complete and permanent satisfaction** of our customers.
- ✚ The **continuous improvement of the quality** of our products and services
- ✚ The diffusion and consolidation of our Quality Philosophy throughout the whole range of our Company's activities.

To achieve these goals KAVALA NOVAFERT LTD provides

- ✚ Employees with high level of education,
- ✚ Excellent organized administration and hierarchy,
- ✚ Advanced technology production Process
- ✚ Sets quality objectives and regularly reviews the results of progress

The Administration of KAVALA NOVAFERT LTD commits:

- ✚ To allocate all necessary required resources.
- ✚ To communicate the quality policy to the staff and external partners of the company, so that it can be applied satisfactorily.
- ✚ To encourage its staff and the external partners to actively participate in the implementation of the Quality Management System.
- ✚ In the continuing effort to improve services and to continuously cover and forecast any requirements.
- ✚ Identify whether climate change is an issue linked to its own processes and/or the processes of its stakeholders.
- ✚ to support the implementation and continuous improvement of the Quality Management System.

The Administration of KAVALA NOVAFERT LTD is committed to supporting the implementation in order to meet the applicable requirements and the continuous improvement of the Quality Management System.

Kavala, 24/04/2024

Legal Representative  
Stavroula Ioannou