

QUALITY POLICY STATEMENT

At **Northern Greece Ceramics (KEBE S.A.)** we acknowledge the responsibility of the leading role in design, production and marketing of heavy clay building materials. Our goal is to provide top quality, reliable and innovative products and services to our customers, ensuring that their requirements and expectations are fully satisfied.

In order to fulfill this goal we are committed to:

- Provide products that meet the stated requirements of our customers and the applicable legal and regulatory requirements,
- Provide constantly improved products,
- Ensure good communication and service to our customers,
- Deliver products at the agreed delivery times,
- Develop, implement, monitor and continuously improve the Quality Management System processes and comply with the requirements of ISO 9001,
- Select the appropriate personnel, develop their skills with training, and make understandable the importance of their contribution to the effectiveness of the QMS,
- Notify our quality policy to our personnel and keep it available upon request,
- Respect labor and environmental laws and regulations on health and safety issues at work,
- Provide the necessary means for the proper operation and continuous improvement of the QMS,
- Face the potential risks and seize arising opportunities,
- Choose carefully our suppliers in order to ensure that they have a positive contribution to achieving our quality goals,
- Define appropriate and measurable quality objectives and assess their level of achievement.

In conclusion, quality for KEBE S.A. is interlinked with trust in our products and the commitment that we provide what we promise.

President & Managing Director

Despoina Kothali