



QUALITY POLICY

Hellenic Petroleum S.A. throughout all its activities gives priority to the production and marketing of high quality products that meet the requirements of the consumers-customers.

- **Complies** fully with the relevant national and European legislation, **monitors** international legislative developments and **plans** necessary actions and investments.
- **Takes measures** to optimize customer service level and **immediately responds** to every request, recommendation, comment or complaint by applying continuous control and improvement procedures that address quality issues efficiently.
- **Selects** and **applies** modern practices and best available techniques as well as incorporates quality standards in production, storage and distribution processes.
- Systematically **checks** the quality of the equipment, raw materials, intermediate and final products, and implements a certified quality system to all pertinent activities.
- **Aims at the** active participation of all employees and compliance of contractors to quality issues by **informing, training** and **encouraging** them appropriately.
- **Informs** its customers in terms of quality of products and services, and **advises** them on rational use and final disposal.
- **Notify** its suppliers about the corporate quality policy and **ensures** its implementation.
- **Monitors and evaluates** key performance indicators regarding the quality of its products and services and **sets** goals for continuous improvement.
- **Collaborates** with the competent authorities and international organizations in the areas mentioned above.

This policy is binding to all company employees, incorporated in every company activity, available to the public and subject to periodic reviews aiming at continuous improvement of products and customer satisfaction.

G. Stergioulis
Chief Executive Officer

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