



**HELLENIC
PETROLEUM**

QUALITY POLICY

Quality is an integral part of **HELLENIC PETROLEUM and its Group companies'** 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, HELLENIC PETROLEUM and its Group of companies 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.
- **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 HELLENIC PETROLEUM and its Group companies' personnel, 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.


A. Stamiris

Chief Executive Officer

January 2020