

## QUALITY POLICY

MEL's policy is to design, produce and sell paper products that are fully in line with:

- its customers' requirements, as arise over time
- the quality standards of the company itself, as expressed through its measurable targets, while protecting the environment and
- the European and national legal and regulatory requirements governing these products

Through this policy, MEL's Management undertakes to provide the mechanisms to identify and address threats and opportunities that may affect the compliance of its products and its ability to enhance customer satisfaction.

To achieve this, the company has established, operates and supports a Quality Management System, based on the principles of International Standard ISO 9001:2015.

To ensure the safety and hygiene of its products, MEL S.A. applies the principles of the HACCP system and adheres to Good Industrial & Health Practice Rules.

The Management, with the active involvement of all employees, undertakes to drive, control, evaluate and improve the Company's performance at all operational levels. The Management has adopted all necessary measures to encourage its employees and external partners, as well as its suppliers, to achieve continuous improvement.

The specific objectives of MEL S.A. are to:

- Strengthen the company's position in the domestic and international market.
- Measure and enhance customer satisfaction and safeguard their health.
- Eliminate the root causes of non-compliance and minimise non-compliance.
- Ensure the use of compliant raw and auxiliary materials.
- Continuously monitor and measure production quality at every stage.
- Ensure an appropriate work environment that encourages initiative, creativity, vigilance and teamwork.
- Provide effectively trained and experienced staff, able to contribute to the company's continuous improvement.
- Measure performance and evaluate existing machinery.
- Gradually introduce new technologies for continuous improvement in quality and productivity gains.

MEL S.A. complies with Greek and Community Legislation, ensuring the health and safety of its employees, based on a green strategy. To ensure the achievement of these goals, both the Management and all staff are committed to continuously implementing and improving the Quality System.

02/04/2021

Managing Director,