

PORT FACILITY QUALITY POLICY

HELLAS GOLD SINGLE MEMBER S.A. (the “Company”), in compliance with applicable Greek and European legislation and in accordance with the requirements of International Standard 9001:2015, implements the Quality Management System, which is documented in the Quality Manual.

The Quality Manual covers the requirements of the International Standard ISO 9001:2015 and constitutes the Strategic Level of Documentation.

In this context, Company establishes, implements, and updates this Quality Policy, which is communicated within the Company and is available to relevant stakeholders.

Under this Quality Policy, the objective goals of the Company’s Bulk Ore Loading Terminal, fully integrated into its operation, were and are:

- ❖ The absolute compliance of the Terminal’s operation with Greek and European legislation, as well as with internationally recognized standards and applicable codes (Blu Code, etc.).
- ❖ The full satisfaction of the Company’s customers’ needs and absolute compliance with Greek and European legislation, as well as international codes, concerning the protection of marine life.
- ❖ The care for continuous improvement of the quality of the provided ore loading services.
- ❖ The promotion of both professional conscientiousness and competence, as well as the satisfaction of the Company’s personnel with the quality of the work they provide.

To fulfill the above primary goals, the following objectives are set by the Company:

- ❖ Thorough implementation of procedures, which will ensure the satisfaction of defined customer needs.
- ❖ Implementation of appropriate preventive actions and controls to avoid Non-Conformities and customer dissatisfaction, and establishment of appropriate performance indicators.
- ❖ Continuous review of the quality level in relation to customer requirements to identify opportunities for improvement.
- ❖ Zero violations concerning the regulations governing the facility’s operation.
- ❖ ISO 9001:2015 certification of the implemented Quality Management System.

The Company is committed to providing the necessary resources for the implementation of this Quality Policy and calls on all its personnel, whose role is fundamental, to contribute to its implementation, while exercising the required control to ensure that this Quality Policy is understood and implemented by everyone.

The Port Facility Manager

Last Update: 14/05/2023