



Frigoglass Quality Policy is to always deliver maximum value to both internal and external customers.

Frigoglass is committed to providing top quality products and services that fully meet all technical requirements and our customers' expectations in integrity and performance. We are also committed to creating and sustaining a work place, wherein every employee is treated with respect and feels proud of belonging to Frigoglass community.

To achieve the above, we are striving for operational excellence in all activity areas and levels of the organization. The culture of promoting quality is our top priority, across the organization; quality is every employee's responsibility.

In pursuing quality, we are committed to:

- Constantly improving our products and services to assure continuous customer satisfaction and reinforce loyalty. Our commitment to quality is demonstrated across the entire value chain, to final delivery, engaging the whole organization.
- Always complying with legal and statutory requirements in all countries where we operate and distribute our products.
- Setting quality metrics and specific targets and objectives that allow us to measure our performance and relentlessly reflect on opportunities to further improve our processes.
- Regularly assessing and responding proactively to new Market requirements; detecting shortfalls and enabling improvements, quickly and reliably.
- Safeguarding operational safety and environmental protection and at the same time ensuring business continuity.
- Openly and clearly communicating and demonstrating the guiding principles across the organization, leading by example and with humility, to ensure and sustain the culture of employee engagement, ownership and commitment to reach ultimate quality everywhere.
- Regularly training employees to develop relevant skills, exhibit respective behaviors and maximize performance.

We are convinced that our long-term success depends on our ability to enhance customer value through top quality competitive products and services. This becomes possible by ensuring operational excellence, continual improvement of our processes, employee development, engagement and social responsibility.

Nikos Mamoulis
CEO

A handwritten signature in blue ink, appearing to read "Nikos Mamoulis", written over a light blue grid background.