

Quality Policy

At NILO, we are committed to providing products that are safe, reliable, and of high quality, fully meeting the requirements of our customers, applicable legislation, and all relevant stakeholders.

To achieve these objectives, we implement and continually improve our Quality Management System in accordance with ISO 9001:2015.

Management Commitment

Management provides the leadership, consistent support, and mechanisms necessary to ensure that the Quality Management System operates effectively and evolves over time. In this context, Management is committed to:

- understanding and defining the organizational context and the needs of interested parties
- ensuring compliance with all legal and regulatory requirements
- identifying risks and opportunities and taking action for continual improvement
- establishing and monitoring annual, measurable quality objectives
- closely monitoring the design and implementation of processes to ensure the high quality of the company's products and services
- monitoring customer satisfaction and strengthening long-term trust

Infrastructure & System Support

The effective operation of the Quality Management System requires adequate resources, support, and infrastructure — all of which the company consistently ensures. To this end, we:

- provide sufficient human, technical, and financial resources
- maintain a safe, organized, and technologically advanced working environment
- apply effective methods of internal communication
- maintain an emergency management plan
- work closely with suppliers and external partners who uphold the company's quality principles

Human Resources & Competence Development

The quality of our products is fundamentally based on the competence, training, and commitment of our people. Therefore, we:

- cultivate a culture of responsibility, collaboration, equal treatment, and meritocracy
- offer continuous training, development, and support to our personnel
- evaluate, support, and reward improvement suggestions

Continual Improvement of System & Performance

Continual improvement is a core principle of our operations and a key requirement for maintaining the company's competitiveness and reliability. In this framework, we:

- commit to the ongoing improvement of our products, services, and processes
- regularly assess the effectiveness of the Quality Management System by analyzing results, findings, and process performance

This Quality Policy is communicated to all employees and is available to interested parties. All employees are responsible for implementing the Quality Management System and this Policy. Mrs. Efi Gida is appointed as the Management Representative for overseeing the implementation of the Quality Management System and all quality-related procedures.

On Behalf of NILO
K. Papamichail