



Quality Policy

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Purpose

VIPA GROUP responding to the demands of the modern business reality and aiming to the improvement of its organizational structure and internal communication, having as a main goal a better customer service, has adopted a Quality Management System meeting the requirements of the International Standard ISO 9001:2015.

Scope

Company's Quality Management System covers Trading and distribution of paper, paper-board and solid, non-hazardous recycled materials is concerned, meeting Company's needs and aspirations. In addition, the Company complies with applicable legislation and regulations.

Customers' satisfaction and on-time deliveries are the key principles of VIPA GROUP The Company tries to achieve these principles ensuring that quality standards are maintained to a consistent level thus meeting the needs and expectations of customers.

The main target of the company is customers' satisfaction to a highest level. VIPA GROUP is committed to continuous improvement of quality products and strive to ensure that the latest technology that relates to our product and process manufacturing techniques are of the highest standard.

Quality Objectives

- Improvement of the organizational structure, via clearly define roles, responsibilities and authorities.
- Improvement of Company's operation, through the identification, development of the Quality Management System, the identification and evaluation of risks & opportunities.
- Improvement of Internal Communication, via the determination of the interaction and interdependence of the Company's processes.
- Increase of customer's satisfaction, meeting their requirements.
- Continuous improvement of the Quality Management System and the operational procedures of the Company using the following tools:
 - Definition and review of the quality objectives.
 - Management Review
 - Internal Audits
 - Corrective Actions
 - Systematic data analysis deriving from Quality Files.
 - Identification of the expectations of the interested parties (customers, staff, etc.) related to the Quality Management System.

For the achievement of the above-mentioned objectives, the Management of VIPA GROUP:

- Commits and applies all the principles of both Quality Policy and Quality Management System.
- Commits to comply with the applicable legislation and regulations.
- Informs its staff about the principles and urges them to commit to the Company's principles.
- Commits to the provision of infrastructure and equipment that are considered necessary for the implementation of their operations and the implementation of the Quality Management System.

All the necessary reports regarding the above-mentioned objectives are included in the Quality Management System's documentation. Through systematic planning, control of processes and continuous improvement of all services, the principles of the company are fulfilled.

Every employee is responsible for the quality of his own work and it is mandatory to contribute to the Quality Management System and to the achievement of the set objectives. For this reason, all employees, depending on their responsibilities, are informed about the Quality Management System and act in accordance with the established rules.

Every employee is responsible for the quality of his own work and it is imperative to contribute to the management of quality and achievement of the set goals. For this reason, all employees, according to their responsibilities, are informed about the Quality Management System and act in accordance with the defined roles.

Procedures, flows and actions, that do not guarantee the fulfillment of the set objectives, are not accepted by the Management Board, while root-cause analysis is carried out and necessary improvement measures are defined.

The Quality Policy is communicated to the staff, is available to all interested parties and is reviewed periodically by the Company Management.

Thessaloniki, 01/01/2022

For **VIPA GROUP**

