

FERTILIS trade goal is to be a commercial, profitable organization expecting to establish a long and sustainable relationship with our customers, constantly trying to minimize the impact of our actions on the environment and ensuring the health, safety and well-being of our employees and partners, always committed to compliance with the legislation.

Our success in delivering our products and services will be appreciated by both the customer's opinion and ours while the effort to adjust and improve our own performance to meet the customer's requirements will be continuous. The philosophy behind the delivery of our products and services is achieved through the following:

- Adopt a cooperative approach with customers by encouraging a mutually beneficial feedback process.
- Developing a direct and flexible response to our communication with our customers and recognizing the various needs of our clients' organizations.
- Investing in our staff at all levels, through a careful and rational training, while recognizing the essential role that the know-how, experience and dedication of our staff plays in the success of our organization.
- Developing all those appropriate operational procedures to achieve the desired goal.
- Constantly striving to deliver to the customer the best possible value for the products we provide, which is estimated as the comparative juxtaposition between the cost of the project to the client in relation to the expected benefit for him.
- Constantly seeking and adopting methods to improve safety and occupational health in our work environment.

Our goals are implemented through our Integrated Management System, which complies with the requirements of ISO 39001:2012.

The procedures are defined in the Operation Manual in which they are documented to comply with the provisions of all the aforementioned standards, ensuring that the efficient and effective Quality Management, Occupational Health and Safety Management and Environmental Management in all areas and activities of the Company is continuous and constantly improving.

Compliance with the provisions of this text is mandatory and binding for all staff and partners of our company. This text is available to all staff of our Company.

The achievement of high Quality, the consolidation of Environmental Consciousness, the assurance of both Occupational Health and Safety is the responsibility of everyone in the company and continuous improvement of Products and Services as well as the image of the company is the result of the daily actions of each member of **FERTILIS trade** : Management, Personnel and partners.

*Signed on behalf of the board of directors
Ioannis Beis*