

### Quality Assurance Policy of Hexagon Europe Lubrication, Engineering & Environmental Solutions SA

Hexagon Europe Lubrication, Engineering & Environmental Solutions SA is active in:

- ✉ The sale of high performance, high-quality lubricants, wire rope lubricators, lubrication equipment, a wide range of high quality & environmentally safe chemical products, a full range of bioremediation products to any type of industry, whether it be heavy industries, shipping industries, automotive & construction industries, as well as the retail “end-user” market.
- ✉ Supplying reliable services to any industry of any type,
- ✉ Supplying complete, unique oil analysis services and tests for used lubricants,
  
- ✉ All the company’s activities are supervised under the requirements of a Quality Assurance System ISO 9001:2015, according to the system’s demand, the law requirements, as well as the market expectations.
  
- ✉ The main targets at Hexagon Europe are:
  - ✉ To reduce maintenance costs to the end-user of any type of industry, as well as to minimise customer dissatisfaction of any kind. Hexagon Europe will do its utmost to maintain customer satisfaction at its highest possible level.
  - ✉ To always improve the service speed and quality to its customers
  - ✉ To trade all its products according to the highest standards of both the manufacturer of the products, as well as to the state demands and specifications without compromising or taking any shortcuts to deliver the best possible product and service
  - ✉ To train its people continuously according to any new technologies and knowledge that becomes available in every field of its activities and in particular in their safety
  - ✉ To invest whatever is necessary to maintain the high standards of its quality assurance & safety systems.
  
- ✉ To achieve its targets, HEXAGON EUROPE A.E. has adopted the following values:
  - ✉ All of the company’s employees are informed of the Quality Assurance Standards and the requirements of the implemented ISO systems, they are dedicated to keeping the systems valid and are responsible for the quality of their responsibilities and their work.
  - ✉ The company provides to every individual all the necessary resources (materials, pieces of equipment, training, education) to achieve their targets and meeting the ISO standards.
  - ✉ All the collected data is continuously analysed and evaluated to constantly improve the implemented ISO systems.
  - ✉ Hexagon Europe has appointed a quality assurance responsible person with its main duty to constantly supervise the system and to secure that it is operating with no exceptions to the highest possible performance level, as well as to take the necessary action to further improve it when possible.

The Managing Director

Alexander C. Doucakis