



QUALITY POLICY

The Quality Policy of RUFFALO SERVICES LTD consists a key parameter of the Company's Strategy Planning.

RUFFALO SERVICES LTD operates in the development, production and distribution of detergents, cleaners, disinfectants, personal hygiene products and fertilizers at the facility in Dendra and Achladitsa Atalantis, Fthiotida.

The main objectives of RUFFALO SERVICES LTD are:

- the production of products and services with high added value, in a secure and creative working environment, in compliance with the legislative and regulatory requirements for the production and distribution of such products in Greece,
- the continuous improvement of the quality of the products and services, considering the new technological developments, the market trends and the customer requirements,
- to maintain and increase Customer satisfaction, as well as the needs and expectations of all stakeholders,
- the utilization of our Quality Philosophy throughout the whole range of our Company's activities,
- the implementation of the requirements of the International Quality Management system ISO 9001:2015.

To achieve these goals, RUFFALO SERVICES LTD provides:

- personnel with high level certifications and expertise,
- advanced production processes and equipment,
- excellent organization,
- establishment and systematic monitoring of quality objectives.

The Administration of RUFFALO SERVICES LTD commits:

- To allocate all necessary required resources.
- To communicate the quality policy to the staff and external partners of the company, so that it can be applied satisfactorily.
- To encourage its staff and the external partners to actively participate in the implementation of the Quality Management System.
- In the continuing effort to improve services and to continuously cover and forecast any requirements.
- Identify whether climate change is an issue linked to its own processes and/or the processes of its stakeholders.
- to support the implementation and continuous improvement of the Quality Management System.

The Management of RUFFALO SERVICES LTD is committed to support the implementation, ensure the achievement of the applied requirements, as well as the continuous improvement of the Quality Management system.

The Energy Policy is communicated and implemented by all employees of the company.

Dendra Atalantis, 24-04-2024

Legal Representative

G. Konstantinidis