



CERTIFICATE

TÜV
AUSTRIA

Management System as per EN ISO 9001 : 2015

In accordance with TÜV AUSTRIA procedures, it is hereby certified that

Suitel
EXCLUSIVE AMENITIES

SUITEL S.A.
38, Pallinis Str.
GR-145 64 N. KIFISSIA, GREECE

Applies a Quality Management System in line with the above Standard for the following Scope

**TRADE OF COSMETICS, HOTEL AMENITIES AND GUEST SUPPLIES AND
PARA-PHARMACEUTICAL PRODUCTS.**

Certificate Registration No.: **0107134**

Valid until: 2024-06-27
Initial certification: 2014-01-10

Maria Agapitou
Head of Management Systems & Products Certification Division

Certification Body
at TÜV AUSTRIA

Athens, 2021-06-28

This certification was conducted in accordance with TÜV AUSTRIA auditing and certification procedures and is subject to regular surveillance audits.

TÜV AUSTRIA HELLAS
429, Mesogeion Ave.
GR-153 43 Athens, Greece
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CePRK478_A1e

Headquarters in Athens bear the responsibility of the Certification decision

QUALITY POLICY

The Top Management of SUITEL SA considers Quality as a key factor in ensuring and maintaining its customer potential, attracting new customers and establishing itself in the market, as a reliable company in the field of **Trade of Cosmetics and Personal Care & Hospitality**.

For this reason, the company has developed, installed and implemented an integrated **Quality Management System** (QMS), according to the standard of EN ISO 9001:2015 which is committed to comply, consistently and guided by the provision of products and services of constant and known quality.

This **Quality Policy** statement takes into account the business context and is a commitment to comply with national laws, Community and regulatory directives, etc., the requirements of the standard and the continuous improvement of the efficiency of the Quality Management System.

It concerns all the activities of our company, is communicated and is available both within the company and to the interested parties as appropriate and ensures that it is applied at all levels, with the main purpose of creating the relevant awareness of the Principles and Philosophy of the System.

The responsibility for the implementation of this Quality Policy in conjunction with the operation of the Quality Management System of the Company, is assigned to the **Head of the Management System** (QA Manager), who is responsible for its implementation and maintenance, with the aim of continuous improvement.

The main purposes of the Quality Management System of the company, are:

- The full coverage of the needs and requirements of the Customer as well as the timely and correct treatment of any complaints
- Compliance with technical specifications taking into account relevant legal requirements
- The speed and completeness in the provision of our products and services.
- The effective implementation and improvement of QMS

From these purposes, derive the **Objectives** for the Quality Management System, which are set by the Management of the company, and are monitored under the responsibility of the Head of the Management System. The company is committed to allocating all the necessary resources and means, to achieve these goals, which each time is set by it.

The quantitative and percentage values of these objectives as well as the degree of their achievement, together with the Quality Policy, are examined and evaluated by the Management, in the framework of the planned Reviews, of the Quality Management System (QMS), with the ultimate goal of continuous improvement.

The company, through the unwavering commitment of the Management, in the observance of the principles set forth in this Quality Policy and in general, throughout the quality Management System (QMS) of the company, looks forward to the continuous and stable development of its business activity, as an ancillary the satisfaction of the requirements of its customers and the continuous increase of the quality of the products and services provided by it.

Finally, this **Quality Policy** is available to all interested parties.



Andreas D. Kandilas
CEO