

The quality policy of PILLAR S.A. is determined by the desire to create and print graphic arts high-end products, always in accordance with the requirements of its customers, market competition conditions, current legislation, modern know-how, operational control and other factors related to the company's business position in the Greek and international markets.

**The strategic orientation of the company has been designed with consideration of:**

- The immediate response to its customers
- Ensuring the provision of high-quality products
- The permanent development of the company by utilizing cutting-edge technologies
- Strengthening the company's position in the graphic arts/printing production market

**In particular, the Quality Objectives of PILLAR S.A. are:**

- The continuous improvement of its business performance
- The continuous development of human resources
- The maximization of customer satisfaction

**The above objectives are based on:**

- The staffing of the company with well-trained and qualified personnel
- The selection of reliable external providers
- Ensuring a high level of expertise in the areas of expertise
- Consistency and reliability in meeting project requirements and satisfying customers needs
- In recording and reducing any failures with the aim of continuous/quality improvement improvement of the offered products and services
- To the continuous improvement of the Quality Management System
- In the continuous effort to standardize the products and services provided in a way that promotes and ensures the provision of friendly and efficient service and the development of harmonious cooperation with customers, external customers and suppliers/providers and all stakeholders.

PILLAR S.A.'s approach to quality is expressed through the Quality System which meets the internationally recognized standard EN ISO 9001:2015. The Management of the company is committed to ensure that it will take appropriate measures to ensure that:

- Its quality policy is known and understood by all staff and the available to all stakeholders.
- Reviewed for continued suitability.
- Provide all necessary means for its continuous and uninterrupted operation System and its continuous improvement.

Finally, and from this position, the management of the company is committed to comply with the Laws and Regulations related to its operation and the services it provides.

The General Manager

ELIAS MANTELOS