

**Costas Charalambides & Sons Ltd** implements a Quality Management System in accordance with the international standard **ISO 9001:2015** for the import, storage and distribution of chemical, plastic and agricultural products, as well as for the production of chemical products and operation of sodium hypochlorite plant. Through the implementation of the Quality Management System, the company is committed to compliance with the relevant legislation, to meet the changing needs of its customers and to provide an appropriate work environment. Our aim is to offer products that meet customer requirements and are suitable for the intended use. This is achieved through:

- Use of necessary equipment that is properly maintained.
- Appropriately trained and experienced staff.
- Close cooperation with external providers through their evaluation.
- Implementation of a system for taking corrective actions, in recorded non-conformities and customer complaints.
- Monitor market trends and developments in technology where appropriate.

We also aim to continuously improve our customer service through technical problem solving, service delivery and timely product delivery.

All personnel have been informed of the company's quality policy and have been properly trained to implement the quality system, and everyone is responsible for its effective implementation in their work area. The management of the company is committed to providing all the required human, material and financial resources to enable the implementation of the Quality Management System as well as to encourage, monitor and support the staff with all the necessary means in order to maximize the effort for implementation of the company's quality objectives as stated in this policy.

With this policy, we are committed to the continuous improvement of the effectiveness of the company's Quality Management System through the systematic monitoring of its performance and taking the necessary improvement actions where necessary. Both policy and quality objectives are reviewed on a systematic basis in structured management reviews to ensure their continued implementation.



**Dr. Yiannis Charalambides**  
Managing Director - CEO

Nicosia, 20.09.2023