



## QUALITY POLICY

The **IGOUMENITSA PORT AUTHORITY S.A. (I.P.A.)** has established procedures relating to the provision of services for the **mooring of ships and boats, the transport of passengers, vehicles and cargo on domestic and international routes and on cruise ships**, in compliance with the legal framework governing it, precisely to the specifications of **ISO 9001: 2008**, to ensure understanding of customer needs and expectations and provides them with high and constantly improving quality.

Within its continuous improvement and quality culture development, I.P.A. provides all the necessary tools and knowledge to the entire workforce.

In order to achieve these objectives, I.P.A. maintains and improves the Quality Management System through internal and external audits and managements reviews. Also I.P.A. provides sufficient resources for the management of Quality such as experience, proper equipment, trained and competent staff.

I.P.A. has established quality objectives (the implementation of which is reviewed and assessed at regular intervals) such as: a. continuous supervision to identify and reduce the problems, including the complaints of the stakeholders of the port, b. the evaluation and selection of approved suppliers and partners, c. continuous staff training and the evaluation thereof.

The **IGOUMENITSA PORT AUTHORITY S.A.** in response to any issue that occurs, examines, analyzes and utilizes it, through the quality procedures as means of improving the mode of operation but also for implementing immediate preventive actions.

It is also responsibility of the organization's Management to ensure that the Quality Policy is applied by all levels of the hierarchy, with a view to continuous improvement of its activities, the commitment to the goals, giving stakeholders of Igoumenitsa's Port, high level services.

DATE: 10/12/2015

  
Quality Policy  
Approved and Signed by the CEO  
Mr Andreas Nfais