

## QUALITY POLICY

**IGOUMENITSA PORT AUTHORITY S.A. (I.P.A. S.A.)** has adapted procedures 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 legislative framework, precisely with the specifications of the standard **ISO 9001: 2015**, in order to ensure the understanding of customers' needs and expectations and to provide them with high quality services.

**I.P.A. S.A.** provides all the necessary tools and knowledge for its continuous improvement and quality culture development. In order to achieve these goals, the company monitors, maintains and improves the Quality Management System through internal and external inspections and reviews by Top Management. Also IPA S.A. provides sufficient Quality Management Resources such as experience, appropriate equipment, trained and competent staff.

**I.P.A. S.A.** establishes quality objectives (the implementation of which is reviewed and evaluated regularly) such as continuous scrutiny to identify and minimize problems, including port user complaints, evaluation and selection of approved suppliers and associates, continuous staff training and evaluation.

**I.P.A. S.A.** whenever conformities appear, examines them, analyzes them and uses them through the quality procedures as a means of improving the way it works, as well as for launching immediate corrective actions.

It is also the responsibility of the organization's Management to ensure that Quality Policy is applied at all levels of its hierarchy, having as ultimate goal the continuous improvement of its activities, commitment to its objectives, offering the giving stakeholders of Igoumenitsa's Port, high level services.

QUALITY POLICY

Approved and signed by IPA'S CEO

Mr. ANDREAS NTAIS



The stamp is circular and contains the text: 'IGOUMENITSA PORT AUTHORITY S.A.', 'FOUNDATION YEAR 2001', and 'QUALITY POLICY'.

DATE: 20/04/2018