

QUALITY POLICY

IGOUMENITSA PORT AUTHORITY S.A. (I.P.A. S.A.) has adapted its 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 that governs it, precisely with the specifications of the standard **ISO 9001: 2015**, to ensure the understanding of customers' needs and expectations and to provide them with high quality services of constantly improving quality.

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 at regular intervals): 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. on the basis of any problems that 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 applicable at all levels of its hierarchy, with the ultimate goal of continuous improvement of its activities, commitment to its goals, offering the giving stakeholders of Igoumenitsa's Port, high level services.

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Approved and signed by IPA'S
CEO

Mr. ATHANASIOS BORFIRIS

DATE: 06/10/2020

