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<b>QUALITY POLICY STATEMENT</b>	DATED	21/11/2016

### QUALITY POLICY STATEMENT - COMMITMENT OF ADMINISTRATION

The quality policy of **MARINE TOURS** is determined by the desire to provide consulting tourism and travel services, organization of conferences and events, always in accordance with the requirements of its customers, market conditions and competition, current legislation, modern know-how, the possibilities of quality control and other factors related to the business position of the organization in the Greek market. The organization, in order to meet the needs of its customers, has established the enactment and review of its objective goals for quality, which are based on:

- In the staffing of **MARINE TOURS** with well-trained staff
- Customer satisfaction
- In the recording and reduction of any failures in order to continuously / qualitatively improve the services produced.
- In the continuous improvement of the Quality Management System.
- In the constant effort to standardize the services provided, in a way that promotes and ensures the provision of friendly and efficient service and the development of harmonious cooperation bonds with customers and suppliers.

**MARINE TOURS'** approach to quality is expressed through the company's Quality System, which meets the internationally recognized standard ISO 9001: 2015. The Management of the organization undertakes that it will take proper care, so that:

- Its quality policy, to be known and understood by all its staff, through posters in appropriate places in the workplace.
- To be reviewed for its continuous suitability.
- To provide all the necessary means for the continuous and uninterrupted operation of the System and its continuous improvement.

Finally, from this position, the Management of the organization is committed to comply with the Laws and Regulations related to the services and products it provides.

*CHIEF EXECUTIVE OFFICER*

*KONSTANTINOS OIKONOMOU*