

QUALITY POLICY OF J.GRAPASAS S.A.

The primary concern of J.GRAPASAS S.A. is to provide products and services of high quality to its customers (Individuals & Traveler Groups, Shipping & Commercial Enterprises, Travel Companies - Agencies) who comply strictly with the agreed specifications and requirements.

The management and all personnel of J.GRAPASAS S.A. set as their main goal the full understanding of the needs and expectations of the company's customers, in order to be able to respond promptly to their requests and inquiries. The commitment of the company is the continuous improvement of the quality of the services provided.

As part of its continuous improvement and development of a quality mindset, J.GRAPASAS S.A. provides all the necessary means and knowledge to its entire human resources.

Customer satisfaction for J.GRAPASAS S.A. is a strategic point in its operation. The company recognizes the catalytic role played by its customers in maintaining its competitive position. Therefore, it is committed to adhering to the agreed service delivery times and resolving any issues.

J.GRAPASAS S.A. requires its collaborators to comply with the quality requirements set and maintained by the documented Quality Management System.

Seeking continuous improvement of the organization and operation of the business and the efficiency of the Quality Management System, J.GRAPASAS S.A. relies on:

- Competent and specialized personnel,
- Ongoing evaluation of suppliers and partners,
- Well-designed quality control in service provision,
- Planned training of its personnel,
- Continuous investments aimed at improvement and modernization,
- Continuous awareness of technological advancements.

All employees at J.GRAPASAS S.A. have the responsibility to meet, understand, assimilate, and implement the procedures required by the Quality Assurance System through their daily activities.

The Quality Policy and the objective quality goals are reviewed on an annual basis during the annual review by the management.

It is also the responsibility and commitment of the management of J.GRAPASAS S.A. to ensure that the Quality Policy is applicable, the necessary resources are available for its implementation, and it is in compliance with all applicable requirements of the ISO 9001:2015 standard, legal and regulatory requirements, with the ultimate aim of continuous and steady development of its business activity and commitment to its goals, offering its customers a high level of products and services.

Approval

Date: 16/01/2018

ATHANASIOS GRAPSAS

(Chief Operating Officer)