



MARMARAS NAVIGATION LTD

QUALITY POLICY

MARMARAS NAVIGATION Ltd being committed to providing maritime transportation services in a safe, efficient and environmental sound environment manner is focuses in meeting customers' expectations and requirements and enhancing their satisfaction.

The company ensures that the quality of its operations and property, safety and health of the employees and the preservation of the marine environment can best be avoided by the implementation of proactive management policies, procedures, in conjunction with the active involvement of shore and sea staff.

In achieving the above, consideration will be given to the following:

- Improving the established safety and quality management system by determining its effectiveness through monitoring, internal auditing and assessment.
- Establishing management reviews and implements findings within the management system, with ultimate aim to enhance customer satisfaction and meet their needs.
- Promptly responding to client's comments or complaints to meet the requirements concerning its operations, strengthen its image, and to gain benefit for better performance.
- Ensuring that resources are sufficient for satisfying the safety and quality management system necessities and objectives.

Every employee, at sea or ashore, is responsible to participate actively in implementing and improving the Company's management system.

S.Emmanouel
General Manager

Athens, 1 January, 2022