



QUALITY POLICY

HELLENIC ZEUS TRAVEL SERVICES, strategically oriented to its development both in Greece and abroad and to ensure the Quality of Services offered to its customers, has installed and operates a Quality Management System in accordance with the requirements of ISO 9001: 2015. This System operates to provide services that meet the requirements of its customers.

The quality approach consists of continuous and strictly defined procedures, which guarantee the consistent presence of the company in the field of Touristic Services in which it operates.

The main motivation of **HELLENIC ZEUS TRAVEL SERVICES** is its corporate goal, to conduct its business in a way that reinforces its value as a company towards its human resources, its customers, its external providers and partners as well as its local and wider community, with practices characterized by responsibility and integrity.

The company is committed to :

- systematically monitoring the legal requirements that are related to its operation and the compliance with them as well.
- setting quality objectives, which are reviewed annually as to the progress of their achievement, approving new or modifying older, depending on the new conditions in its area of action.
- consistently monitoring the critical parameters and processes, in order to ensure the quality and safety of the facilities, services and staff.
- investing in the development of new technologies & techniques that improve the quality of its services and create a technologically modern and professionally suitable working environment.
- the continuous training and education of staff and their encouragement to active participation, on an individual and team level, in order to fulfill quality objectives and to ensure the improvement of the Quality Management System.
- the identification and allocation of all necessary resources to ensure the smooth, efficient and effective operation of the Company.

- the safe and effective management of any data and information, as well as of any property that may be gained in the cooperation with its customers and the compliance with the legislation regarding personal data.
- the continuous improvement of the quality of the services provided and of the Quality Management System itself, with the ultimate aim of increasing customer satisfaction and improving competitiveness.
- remain systematically informed of developments concerning its operation sector.
- developing links of constructive cooperation with its customers and suppliers and promoting an open dialogue and information of interested parties in a spirit of sincere and mutual respect.
- operating with a view to protecting the environment and defending the moral and ethical rights of workers.

The **HELLENIC ZEUS TRAVEL SERVICES** administration, in collaboration with its executives, ensures that the documented Information on Quality Management System is communicated and fully understood by all its human resources, implemented and maintained at all levels of the organizational structure and in all its functions.

In addition, it asks external providers, customers and any other interested party to embrace its principles, guiding them to cooperate in accordance with them.

This policy is available for information to any interested party.

1/3/2017

On behalf of the Company,

Eleftherios Papakaliatis

Managing Director