



## QUALITY AND ROAD SAFETY POLICY

Best Travel's Integrated Quality Management System (IQMS) covers the provision of luxury private tours and transportation services throughout Greece, with privately-owned or leased vehicles. It responds to the Customers' and Company's needs and aspirations as well as the legislative and regulatory requirements of the current Greek and EC legislation. IQMS incorporates the International Standards:

**ISO 9001:2015: in response to the demands of modern business reality, aiming at a continual provision of high level services, meeting its customers' needs and improving its organizational structure and internal communication**

**ISO 39001:2012: aiming to minimize the chances of causing a road accident as part of its activities, as well as to maximize the safety of its occupants and the road safety of the wider community.**

The Main Objective is to offer the company's customers high-quality and safe transport services, in a context of respect of the environment and effective emergency management.

**The specific goals of the aforementioned Main Objective are:**

- the **continuous increase** of the **Security**, the **Level of Quality of its Services**
- **minimization** of customer complaints, by taking immediate actions to tackle with them whenever they come up
- the systematic **reduction of road accidents** and injuries due to them
- the compliance of the company with all the legislative and regulatory requirements relating to the activities of the company and the satisfaction of the requirements of all the parties concerned about the business.
- setting clear, measurable, achievable, realistic and time-defined goals and objectives and take all necessary action to achieve them.
- Continuous improvement of its performance in relation to Road Safety
- Continuous upgrading of the company's human potential, through training programs, to educate and sensitize all employees of the company in Road Traffic Safety matters, Optimal driving behaviour and Quality and Road Safety Policy and Collective Effort
- the study and assessment of risks related to vehicle movements and the implementation of actions, based on the results of this assessment, in order to minimize risk factors during staff movements
- The provision (from the part of the Company's Management) of all resources required for the implementation of the Quality and the Road Traffic Safety System, which includes the continuous renewal - upgrade of the fleet to increase the security and quality of services provided
- Continuous improvement of the **IQMS** with the effective use of the following tools:

- **Define and review quality objectives.**
- **Management reviews**
- **Internal Inspections**
- **Continual Improvement initiatives**
- **Taking initiatives and actions for continuous improvement**
- **Systematic analysis of data resulting from the Quality Records.**

**BEST TRAVEL's Management** is committed to making available the resources it deems necessary to carry out the above mentioned Main Objective and Specific Goals.

**All employees**, depending on their responsibilities, are encouraged to contribute to the implementation and improvement of the above set goals and fully comply with IQMS procedures, and Road Safety Rules.

**This Quality and Road Safety Policy has been communicated to all Personnel, all Interested Parties and it is clearly posted in the company's offices and website.**

**Quality and Road Safety Policy as well as its principles and objectives are reviewed periodically each year by the Company's Management**

26/02/2020

General Direction

DALITSIKAS ARISTOTELIS



DALITSIKA ELENA

