

GR SAMSON S.A provides International Transport & Logistics services. In this context, it implements all necessary procedures for the transport of the customer's goods to the desired destination, along with the storage of the goods at its warehouse.

Its Policy's main focus is to continuously improve its business performance, achieving maximum customer satisfaction.

The Management and the staff of the company are fully aware of and embrace the Quality Policy established and implemented by the company.

The Management, on its part, is committed to the following:

- The Policy it follows will be suitable for the purpose and the services it provides, and is observed under the implementation of the Quality Management System it applies in relation to the Quality of the services provided.
- To provide a framework for defining goals and quality objectives.
- To conform and comply with legislative and regulatory requirements
- To establish measurable objectives for Quality and to accomplish them
- To raise the staff's awareness on this direction
- The continues effort to improve and promote the Quality level through the Quality Management System implemented by the company in compliance with the ISO 9001:2015
- To make it available and disclosure it to interested parties.
- For the implementation, maintenance, review and constant improvement of the Quality Management System

The main pillars for the implementation of the Policy are:

- the Management's commitment to provide all the necessary resources and means necessary to ensure the company's unimpeded, efficient and effective operation,
- the full compliance with Greek and European legislation and International Standards relating to the operation of the company,
- the definition of quality objectives and the systematic monitoring and review of their implementation,
- the communication and information provided to any interested party, so that they are made aware of our principles and the results of the efforts made to improve our performance relating to Quality,

- the control over our partners that ensures the adherence to the principals and their operation in accordance with the requirements we have set out,
- the continuous training and awareness raising of our executives, our staff and our partners, to encourage their active participation in our efforts to constantly improve our provided services, and
- the organizational and preventive measures taken to avoid any risks which might affect the quality of our services.

This Policy is appropriately updated and revised if the size or the nature of our activities changes or on exceptional occurrences, and is reviewed with every review of the Quality Management System.

FOR GR SAMSON FORWARDING SA

Thessaloniki 01.03.2024