

## Quality Policy

The Management of **AFEA CONGRESS** is committed to:

- Meeting customer needs in every transaction with the Company.
- Continuously improving the quality of the services provided to customers in order to satisfy their requirements to the greatest possible extent.
- Providing all the necessary resources for the implementation, maintenance, and continual improvement of the Quality Management System.
- Ensuring the effective operation of the Company by fully complying with all applicable legal and regulatory requirements relevant to its activities.

The Quality Policy and Quality Objectives are established and are fully aligned with the Company's context and strategic direction. Quality objectives are set, monitored, and maintained as part of the Company's internal control procedures, performance monitoring, and management review process, with the ultimate goal of increasing customer satisfaction.

The Company's growth, reflected in increased sales across all business activities while maintaining or expanding its workforce, is closely linked to high customer satisfaction, the elimination of customer complaints, and the prevention of nonconformities within the Quality Management System.

Within this framework, **AFEA CONGRESS** aims to:

- Develop and establish simple and flexible operating procedures.
- Standardize working methods.
- Ensure the consistent quality of the services provided.
- Develop mechanisms for the timely prevention and identification of quality-related issues.
- Continuously improve and modernize the Company's organizational structure.
- Enhance customer satisfaction.

AFEA CONGRESS firmly believes that the implementation of a Quality Management System in accordance with the international standard **ISO 9001:2015** will significantly contribute to the achievement of the Company's objectives.

We strongly believe that quality is achieved through the effective organization of the Company, as well as through the analysis, documentation, establishment, and implementation of clear operating procedures that are consistently followed by all personnel until the final service is successfully delivered.

### Scope

Organization and management of conferences, events, and professional travel, together with related consulting services, both in Greece and internationally.

### We declare that within our Company:

- Quality is the guiding principle of all our activities.
- Our customers are the ultimate judges of the quality of our services.

### THE MANAGEMENT

AFEA CONGRESS ΑΝΩΝΥΜΗ  
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