

## DP World Limassol Quality Assurance Policy

This policy is based on DP World Limassol's pursuing its Vision to be the leading Cypriot cargo and passenger handler for excellent customer service. In so doing it will strive for excellence in everything it does and is committed to continual improvement. This is seen as fundamental to supporting its strategic direction and is considered to be in the best interests of employees and interested parties.

We will achieve this by:

1. delivering consistently high levels of productivity,
2. being receptive and flexible to our customers' needs,
3. developing a culture of engagement and teamwork; and
4. focussing on continuous improvement.

DP World Limassol provides services that facilitate loading and unloading of cargo; Passenger and cargo handling and logistics support.

The scope of this Quality Policy relates to all tasks associated with the above and takes into account the requirements of all interested parties.

To support the above we will:

- Establish objectives for all areas of the business which are both measurable and achievable.
- Comply to all legal requirements related to DP World Limassol operations and other requirements to which DP World Limassol subscribes,
- Review performance against established criteria.
- Develop our operational systems and practices together with support services to improve performance and customer satisfaction.
- Conduct employee training to ensure competency to meet the business vision / objectives.
- Maintain and continually improve our quality management system according to ISO 9001:2015.
- Providing and maintaining workplaces, facilities, plant and equipment safe and without risk to health providing resources in line with relevant priorities.
- Proactively conducting risk and opportunity assessments and developing control measures to manage the associated risks to acceptable levels.

The implementation of this policy is the responsibility of the company's Boards of Directors. Such responsibility is discharged by the implementation of this Policy through Management and supervisory staff who will be responsible for implementing a Quality management system necessary to comply with this Policy. All management will visibly and consistently uphold the principles and requirements of this Policy and integrate.

The Policy shall be displayed at the Terminal and be made available to other stakeholders as appropriate.

The Policy shall be reviewed once required in order to ensure that this remains fully updated to the Company's activities.



Nawaf Abdulla  
Chief Executive Officer  
DP World Limassol

20<sup>th</sup> July 2021