

## DP World Limassol Quality Assurance Policy

### Introduction

This policy is based on DP World Limassol's pursuit of its vision to be the leading Cypriot cargo and passenger handler for excellent customer service. In doing so, 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 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 facilitates loading and unloading of cargo, cruise and ferry passenger and cargo handling, and logistics support.

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

### Objectives

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.

### Policy Compliance

The implementation of this policy is the responsibility of the company's Boards of Directors and is discharged through Management and Supervisory staff who are responsible for implementing a Quality Management System in compliance with this policy. All management will visibly and consistently uphold the principles and requirements of this Policy. The Policy is displayed at the Terminal and will be made available to stakeholders as appropriate. The Policy shall be reviewed yearly to ensure that this remains fully updated to the Company's activities.



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Chief Executive Officer

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