



## QUALITY POLICY

FIDELITY M. AETE  
Airport Road, TK 29100, Zakynthos, Greece

The Management of FIDELITY M. AETE establishes this Quality Policy as a commitment to implementing, maintaining, and continually improving a documented Quality Management System (QMS) in accordance with ISO 9001:2015.

This Policy applies to all operations in Tour Organization Services, travel agency services, airline tourist ticket sales, and tourist accommodation reservation services, achieved through investment in expertise, logistical equipment, and modern organizational structures to ensure customer satisfaction in a competitive market.

### The Scope of Certification

"TOUR ORGANIZATION SERVICES, TRAVEL AGENCY SERVICES, AIRLINE & TOURIST TICKET SALES, AND TOURIST ACCOMMODATION RESERVATION SERVICES"

### Policy Objectives

The QMS enables measurement, recording, analysis, and improvement of Processes and Services to meet Customer requirements, Legislative, and Regulatory provisions.

Key Objectives of the integrated Quality and Information Security System include:

- Offering solutions that satisfy specific customer needs in tour organization, travel agency, airline ticketing, and accommodation reservation services.
- Strengthening market position, particularly locally, through process improvements, personnel efficiency via training, enhanced service performance, reliability, and speed.
- Ensuring continual improvement through measurement, analysis, and compliance with all applicable regulatory requirements.

### Management Commitments

The Management commits to:

- Reviewing the Quality Policy and objectives regularly.
- Supporting the Quality Manager with necessary resources for effective QMS implementation.
- Promoting active participation of all personnel in enhancing system effectiveness and company performance.

### Responsibilities:

Overall responsibility for the integrated Quality, Environmental Management, and Information Security System lies with the Quality Manager, who ensures compliance and continual improvement aligned with this Policy.

All employees must adhere to QMS procedures, utilize provided training and resources, and contribute to its ongoing enhancement.

Signed for the Management  
IOANNIS PHILIPPOLITIS  
22-04-2025