

QUALITY POLICY

ALBATROSS ADJUSTERS LIMITED is highly qualified professional Average Adjusters and Marine Claims Consultants.

The Adjusters work in teams with a combination of nautical and legal qualifications, training and experience, enabling the Company to advise on and deal appropriately with a wide range of problems arising from marine casualties. The Company has successfully handled cases relating to: -

- General Average
- Collision
- Third Party Liability
- Delayed Delivery
- Marine Claims Consultancy
- Particular Average
- Salvage
- Loss of Hire
- Recovery

The services to our clientele, which includes renowned ship owning and Ship management companies, include: -

- 24-hour emergency service
- arranging surveys
- advising on and assisting with the arrangement of towage contracts
- investigating, assessing and negotiating liability issues arising from casualties
- advising on claim documentation required
- preparing, drafting and issuing adjustments and claim statements
- assisting clients with claims administration and statistics

During the last thirty years, the Company has actively looked for niche markets that provide the right size of adjusting business to attain a reasonable level of fee income and give the opportunity of training its staff to a high degree of professionalism, a vital requirement in maintaining recognition as impartial and highly qualified Average Adjusters.

Statement

The Company's policy is to reach a level of excellence by applying a high code of conduct ensuring that professional working ethics are followed by its employees, impartial judgment is practiced, ensuring objective information is provided irrespective of any external influence or pressure for fair and sensible claims handling. By observing confidentiality whilst providing the services of Average Adjusting and Marine Claims consultancy to not only its existing clients but also potentially new clients within the maritime and marine insurance communities.

In addition, the Company actively works towards reducing the environmental impact its business activities has on our planet by conserving energy, recycling and reducing waste. We also support local environmental Associations.

The Company aims to satisfy not only its shareholders by providing a good return on their investment but also to encourage continuous vocational training and internal cooperation and thereby promote job security to its employees and in order to achieve these goals, the Company is committed to meeting the requirements of ISO 9001 Quality Management System Standard.

After successfully implementing its Quality Management System, first formally assessed in July 2003, the Company is currently certified under BS EN ISO 9001:2008 and working towards accreditation under ISO 9001:2015.

The Company through implemented processes and procedures will ensure the review of the Quality Management System for its suitability and effectiveness and ensure that the Quality Policy can also be obtained from the Company's website www.alba.com.cy, on the notice board in the office and in the Employee Handbook.

As part of this Policy, quality objectives will be set, measured and reported upon. All employees and associates will be made aware of the importance of this Policy and it will be reviewed regularly to ensure it is still applicable to the Company's activities.

Continuous improvement will be maintained through the quality objectives which have been identified below: -

- Deliver Efficient Top Quality Service
- Retain and Expand Business Relations
- Invest in Experienced and Committed Employees



Director

Limassol the 14th November 2017