

## QUALITY POLICY

**ALBATROSS ADJUSTERS LIMITED** are highly qualified professional Average Adjusters and Marine Claims Consultants, providing a service of excellence to the shipping and insurance communities.

Our qualified personnel of Marine Insurance Specialists and Average Adjusters work in teams to resolve claims efficiently and to offer our clients expert advice along the way. With our nautical and legal qualifications, technical training, and knowledge, we successfully handle a wide range of marine casualty cases, including General Average, Particular Average, Third Party Liability, Loss of Hire, Salvage and Recoveries. Assisting clients with claims administration and statistics, with access to consultant Marine Engineers, Master Mariners and Legal Advisers, Albatross also specialises in establishing cause of damage, handling of marine claims generally, including advising upon and the interpretation of insurance cover. The partners of Albatross have collectively more than 100 years' experience as Average Adjusters.

An experienced team of staff has been working together to handle the requirements for collections of securities that Albatross clients require. Equipped with the latest technological tools and in-depth knowledge of the shipping transport system especially the operations of container shipping Albatross can guarantee an efficient and smooth collection facility that caters for the needs of Shipowners, Salvors, Charterers, Cargo interests and insurance companies alike. With well-established practices that developed through the years and an experienced and dynamic team running the latest technologies we have made sure that the principles of General Average can be applied on the biggest containers ships with minimum disruption to cargo operations.

### **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 9001:2015.

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](http://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

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**Director**  
 Limassol 7<sup>th</sup> January 2022