

QUALITY AND SAFETY POLICY

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Athena Cars constant goal is to strengthen its employees in delivering quality and finest services across all its clients.

One of the keys to achieving this goal, and to keeping pace with a fast-changing and highly competitive market, is a well-formulated quality policy. Athena Cars quality policy builds on one basic principle: full customer satisfaction, ensured by systematically implementing a quality management system which pursues continual improvement of Athena's services.

This calls for customer-perceived improvements in: - QUALITY - SERVICE

IMPROVING QUALITY means, first and foremost, rationalizing the commitment of everyone who works at the company. And that in turn means that everyone involved with the delivery of service must know exactly how they can contribute to improving quality, and do everything in their power to ensure that this is achieved.

IMPROVING SERVICE means providing customers with full cooperation, fast response and proven expertise for each customer's requirements. It also means improving service to the "internal customer", or in other words, making sure that everyone in the company who uses the results of others' work is in the best possible position to do their own, by fostering a sense of accountability and constructive collaboration.

Reaching the company's goals calls for introducing and maintaining the following tools: - A process-oriented approach to developing, implementing and improving the effectiveness of the quality management system in order to increase customer satisfaction.

In particular, the targets to be reached and the processes required in each period, and the resulting improvement plans, are established during management reviews with input from supervisors and function chiefs.

Management is determined to provide the human, instrumental and economic resources needed to ensure that:

- Safety issues are regarded as essential in planning new activities or reviewing existing ones,
- All staff and drivers are trained, informed and aware of the importance of performing their work safely and assuming responsibility for occupational health and safety,

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- Everyone in the entire corporate organization (managers, supervisors, drivers etc.) participates in accordance with their job responsibilities in reaching assigned safety goals, thus ensuring that:
 - (1) All workplaces, working methods and organizational aspects are designed in such a way as to safeguard employees' health, company property, users, and the community in which the company does business,
 - (2) All employees are informed of risks at the company, and are provided with appropriate training that is tailored to their specific duties and updated whenever changes occur,
 - (3) All issues arising during work are addressed rapidly, effectively and diligently,
 - (4) Cooperation is promoted between company resources, trade associations and the outside agencies dealing with health and safety,
 - (5) All current legislation and regulations are respected, appropriate procedures are formulated, and all operations are conducted in compliance with corporate standards,
 - (6) The need to prevent accidents, injury and occupational diseases is borne in mind during all stages of work.

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FOR Athena Cars and Tours Pvt Ltd.,

Director

Sreeharsha S D