

**ACMA Trading Limited** is a small versatile company offering products and services to the Cyprus retail petroleum market. Our aim is to provide our customers with product and services of high quality, which exceeds their expectations. To achieve this, management ensures that our vision, business objectives, quality management system and product integrity is supported by a high level of human and technological resources.

The company understands the external and internal issues that may affect the performance of the company either negatively or positively and understands the needs and expectations of stakeholders. It also understands, evaluates and addresses threats and exploits the opportunities that affect the company's performance and strengthen leadership and commitment to quality management.

Our main activities, business objectives and process structure are addressed within our Quality Manual ensuring our business operations conforms to the requirements of CYS EN ISO 9001: 2015. Our main, medium-term strategic objectives are set as follows:

- Improve the performance of our key processes/procedures
- Improve our communication channels with our customers
- Exploit technologies/software in order to enhance our product and service provision.
- Expand our product portfolio.

In order to ensure that our business objectives are met, management and personnel measure and analyse our performance levels utilising defined operational criteria, such as turnover, response to customer needs, employee safety and customer satisfaction. We strive for excellence in our products and services, by being aware of our process objectives, and quality targets. In order to achieve this, the company is committed to maintain continual improvement programme.

It is the intent of the Company that its management system will, at a minimum, satisfy the requirements of its customers, the EN ISO 9001:2015 Quality Management Systems standard, and all legal and regulatory requirements.

All the employees of the company have been informed about the quality policy of the company and have been trained accordingly in order to be able to apply the quality system and each and every one has the responsibility of the effective and efficient application of these policies on their jobs.

This policy is reviewed to ensure that is relevant to and in compliance with the activities of the Company.



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Marios Achilleos  
Managing Director

Date .....22/03/2021.....