



At Egyptian International Shipping Agencies & Services (EISAS), we are dedicated to delivering world-class marine, shipping agency, logistics, storage and warehousing services that consistently meet and exceed the expectations of our clients and partners. Our quality policy is built on the core values of Seamless Service, Reliability, and Transparency, reflecting the legacy and vision of our founders.

### Our Commitment:

- **Customer Focus:** We strive to fully understand and satisfy our customers' needs, building lasting relationships based on trust, value, and performance.
- **Compliance:** We are committed to fulfilling all applicable statutory, regulatory, and industry requirements, including the ISO 9001:2015 standard and relevant maritime regulations.
- **Continuous Improvement:** We foster a culture of ongoing improvement in all our processes, services, and management systems to ensure operational excellence and adaptability to changing industry demands.
- **Employee Engagement:** We recognize that our employees are key to our success. We invest in their training, development, and involvement, empowering them to contribute to our quality objectives and uphold our standards of service.
- **Process Approach:** Our operations are guided by well-defined processes that ensure consistency, efficiency, and the highest quality outcomes at every stage.
- **Safety and Environmental Responsibility:** We are committed to protecting the safety of our employees, clients, and the environment, operating responsibly and in compliance with international standards.

### Policy Implementation:

- The quality policy is communicated and understood at all levels of the organization.
- Quality objectives are established, monitored, and regularly reviewed to drive continual improvement.
- The policy is made available to all interested parties and is reviewed periodically to ensure ongoing relevance and effectiveness

Members of

