



ENVIRONMENTAL POLICY

FIDELITY M. AETE
Airport Road, TK 29100, Zakynthos, Greece

The Management of FIDELITY M. AETE establishes this Environmental Policy as a commitment to developing, implementing, maintaining, and continually improving an integrated Environmental Management System (EMS) in accordance with ISO 14001:2015.

This Policy applies to all operational processes in our organization services, travel agency services, airline tourist ticket sales, and tourist accommodation reservation services, prioritizing customer satisfaction through reliable, innovative, and environmentally responsible service provision.

The Scope of Certification

"TOUR ORGANIZATION SERVICES, TRAVEL AGENCY SERVICES, AIRLINE & TOURIST TICKET SALES, AND TOURIST ACCOMMODATION RESERVATION SERVICES"

Policy Focus Areas

The EMS emphasizes monitoring customer needs, technological advancements, and market developments to deliver high-quality, Secure Services.

Customer Satisfaction and Expectation Fulfilment:

- High-quality, reliable, and secure service delivery at competitive prices.
- Rapid response times, honesty in communication, and full compliance with laws and regulations.

Environmental Commitments

The Policy Targets:

- Waste management through prioritization of separate collection and recycling.
- Energy conservation via monitoring of natural resource consumption.
- Continuous updates to senior management and staff on environmental issues.

Responsibilities and Review:

Management ensures smooth EMS implementation and provides necessary resources.

The System Manager coordinates procedures, monitors indicators, and reports to Management during reviews to assess objective achievement and drive improvements.

All personnel contribute to EMS effectiveness.

Signed for the Management
IOANNIS PHILIPPOPOLITIS
22-04-2025