



## **QUALITY POLICY**

Quality is of primary importance to our business because we value our customers and strive to consistently meet and exceed customer expectations.

The Company is committed to continuous improvement and in order to achieve this senior management have established a Quality Management System which provides the framework for measuring and improving performance. The Quality Management System is designed to monitor, audit, evaluate, define and document all operational processes and to implement improvements when and where required.

Senior management has entrusted the SHEQ Manager with the authority and responsibility to implement and control the Quality Management System, this includes:

- Quality standards set by established protocols and working procedures
- Regular gathering and monitoring of customer feedback from completed Port Call/Agency Attendance Questionnaires sent to Ships Masters, also feedback submitted to the 'Value Add' inbox
- An established customer complaints procedure which includes 'corrective actions' agreed & signed by all concerned employees which is then sent to the customer to confirm all actions taken
- Supplier approval and launch hire approval procedures in place
- Agreed requirements for partner agents when acting as contractors
- Training and development of employees
- Continuous Key Performance Indicator (KPI) audits of our service provision with recommendations made and actions put in place to improve performance as required
- Bi-annual management review of quality audit results, customer feedback, complaints and corrective actions taken.

Essential key performance areas have been identified by senior management and KPI's have been established to set quantifiable aims and objectives. The SHEQ Manager is responsible for carrying out key performance audits. KPI Audits are followed by a performance review with each office/department manager to identify areas which require improvement and to agree and set targets.

The Quality Manual, KPI audit reviews, Non-Conformance/Corrective Action Reports and minutes of Management Review Meetings are available to all employees in office SHEQ folders.

The SHEQ Manager cannot be over-ruled on matters of quality and in the event of differences of opinion on quality matters has the responsibility to refer such items to the Group Managing Director.

All employees should feel proud of the Company and the job they are performing. Though the Group Managing Director has ultimate responsibility for quality, all employees have a responsibility for quality in their own areas of work.

The Quality Management System is in accordance with ISO 9001:2015 requirements and is to be managed, understood and implemented throughout the organisation.

This policy was reviewed and re-issued June 2023.

All the above has been accepted by the Group Managing Director and Board Directors of the Company and is signed on their behalf by:

Mr. S. Coghlan .....   
Group Managing Director

Dated: ..... 13<sup>th</sup> June, 2023

