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| POLICIES | AZ | GM | 02 | 01-06-19 | 1/1 |

1.7 VIRTU FERRIES LTD. QUALITY POLICY

This Quality Policy applies to all Virtu Ferries Ltd. employees, both seaborne and shore-based staff. On the basis of total commitment to quality, we provide services for the safety and security of ships, as well as ensuring that in all actions the main aim is always the protection of life, property and the environment.

To Virtu Ferries Ltd., quality is a strategic success factor and a basic management task. It is the driving force behind ensuring continual improvement and the effectiveness and efficiency of our work processes.

Based on safety and pollution prevention considerations, performance indicators are implemented to measure the effectiveness of our services and customer satisfaction.

Moreover:

- We ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction.
- We review the Company's Quality Assurance and Safety Management System at planned intervals to ensure its continuing suitability, adequacy and effectiveness with regards to internal and/or external factors effecting the organisation and the services it provides.
- We are committed to continually improve the effectiveness of the Quality Assurance and Safety Management System through the use of the Quality Policy, Quality Objectives, Audit results, Analysis of data, corrective and preventive actions, Master's reviews and Management reviews.
- We shall communicate professionally with our customers in order to understand their needs and requirements with the objective of building up a long-term business relationship.
- We safeguard our customers' interests whilst ensuring that all our services meet applicable regulatory requirements.
- We promote a quality-conscious culture within the company organisation and ensure that each staff member is qualified and trained to meet his or her delegated task.
- We promote the use of a process approach and risk-based thinking to mitigate risks and where possible turn them into opportunities.
- We ensure that all Virtu Ferries Ltd. staff are aware of the Quality Policy within our Quality Assurance and Safety Management System.

KEY PERFORMANCE INDICATORS (K.P.I.'S)

Virtu Ferries Ltd. considers the following as Key Performance Indicators upon which the attainment of Quality targets can be quantified and measured:

- To reach and maintain the zero serious health and safety incidents threshold on Company managed vessels;
- To maintain the record of zero environmental pollution incidents on Company managed vessels;
- To manage vessels within set financial budget structures;
- To ensure managed vessels are maintained operational at all times.

**The 1st of June 2019,
Ta' Xbiex, Malta**



Mr. H. Saliba
Managing director

Chapter 1, 1.7.docx

References

ISO 9001:2015 Chps. 5.2, 5.2.1, 5.2.2