



ARGO S.r.l. QUALITY POLICY

The Company, a ship management company of a different type vessels, already certified UNI EN ISO 9001:2000 in March 2004, confirming and hereby reaffirming the importance of the application of the Quality Management System for the managed ships, in January 2018 proceeded with the regulatory adaptation to the UNI EN ISO 9001:2015 standard.

The company's objective is to work with a process approach in the development, implementation and improvement of the QMS. The Sole Administrator, in cooperation with the Quality Assurance Manager, has defined the Quality Policy, the essential points are listed below:

- Ensure and continuously improve customer and stakeholder satisfaction
- Promoting continuous quality improvement by stimulating communication, monitoring activities that affect quality and activating appropriate corrective and preventive actions in the event of product/service non-conformity, inefficiency of company processes, customer and stakeholder complaints
- Promoting the constant growth of professionalism and skills of internal staff, through continuous training and competence updating
- Promoting the improvement of reputation in the market, and thus
 - ✓ increase in the number of customers
 - ✓ increase in turnover
 - ✓ territorial expansion
 - ✓ entry into new market areas

The quality policy is therefore to ensure that the activities provided are aimed at satisfying all the explicit and implicit requirements of the customer and interested parties, with an approach oriented towards full satisfaction, with a view to innovation and continuous improvement to achieve results in the effectiveness and efficiency of the service through the risk-based thinking, an implicit concept incorporated in the requirements to establish, implement, maintain and continuously improve the Quality Management System. Argo has established risk levels for each process in terms of the organisation's ability to achieve the set objectives. "Risk-based thinking means considering risk qualitatively and depending on the quality context of the company.

Argo plans and controls the Quality Management System, its processes and activities through the following activities:

- definition and clarification of responsibilities, roles, tasks for the various phases of the processes within the structure;
- definition of internal rules taken as organisational, procedural and operational reference standards in the management of activities;
- prevention of non-conformities during service provision;
- identification and recording of non-conformities, promotion of the activation of appropriate corrective/preventive actions and consolidation of the solutions adopted;
- On the basis of the data processed relating to the various Key Performance Indicator, propose actions for change/improvement.
- Compliance with contractual regulations defining the service to be provided;

The Quality Policy is reviewed periodically, to verify its adequacy to the needs of the Company and Clients, during management review meetings.

Pozzuoli, 13.07.2020

Signature
(The Sole Director)