



QUALITY POLICY

Adriatic Crewing and Maritime Agency d.o.o. maintains a quality management system in accordance with the ISO 9001:2015 standard. All employees are expected to be fully committed to the continuous improvement of the quality management system, in order to ensure that client requirements are fully met, a safe working environment is provided in terms of health and safety protection, and that business operations comply with positive market and industry standards.

The service excellence of Adriatic Crewing and Maritime Agency d.o.o. is based on a well-structured business organization and clearly defined duties, responsibilities, and authorities.

For the purpose of continuous improvement, Adriatic Crewing and Maritime Agency d.o.o. will:

- Establish and maintain high-quality business relationships,
- Ensure a safe working environment, protect the health and safety of employees, and operate in accordance with environmental protection regulations,
- Provide consistently excellent services to its clients in order to ensure customer satisfaction,
- Establish and maintain effective protective measures against all identified compliance risks related to statutory and regulatory obligations,
- Continuously educate and train company employees,
- Ensure continuous development of processes and the management system by setting quality objectives.

Management is obliged to ensure that all new employees are familiar with and aware of the quality objectives of Adriatic Crewing and Maritime Agency d.o.o.

Rijeka, 02 March 2020

Director: Larisa Gillespie

A handwritten signature in black ink, appearing to read "Gillespie Larisa".

Adriatic Crewing and
Maritime Agency

d.o.o. RIJEKA
OIB: 29862332748