

ADRIATIC VETTING performs ship inspection co-ordination, assessment and analysis, provides ship vetting and screening services and offers a professional team of Master Mariners, nautical experts, safety advisors and other specialists.

Adriatic Vetting is determined to meet and maintain the levels of satisfaction expected by our clients. Top Management is committed to the development, implementation and improving the effectiveness of our quality system. We will maintain the conformity of our services to all respective requirements as expressed by the client, as per applicable legal or regulatory national and international directives and standards or judged necessary as part of our management system. Our control measures are designed to ensure risk is as low as reasonably practicable.

AV will routinely identify future opportunities for action and maintain our commitment to continually improve our established processes. Management, at all levels, must develop and promote:

- Work practices which are standardized, known and applied by AV staff in the routine delivery of quality services to the customer.
- Increase communication and interfacing with the Customer to identify expectations, obligations and potential advances in service delivery at the earliest stages of the process.
- Systematic vigilance and proactive behaviour particularly for abnormal situations in all fields of the activity.

Management shall involve, motivate and encourage a winning spirit in the staff. They shall provide the operational targets, leadership, commitment and resources needed to maintain our competitiveness and excellent reputation for quality, within the spirit of regulatory requirements and a framework of accountability for performance.

Our main goal is the Customer satisfaction in a dynamic, safe and quality-orientated operating environment.

Through the teamwork, the application and respect of our Quality Management System, we will achieve the highest practical standards and promote continual improvement.

Suppliers of goods and services, that influence the quality of the final service, must respect the principles of quality in the Company, as they are considered part of the achievement of the established quality objectives.

This policy is disseminated to all employees and all external resources who operate on a continuous basis and is supported at all levels in the Company.

Chief Executive Officer



February 2024