

## SINNOT SHIPPING COMPANY LIMITED

### QUALITY POLICY STATEMENT

To meet the targets, the company has established the following guidelines.

- Customer Satisfaction Guidance, namely the development of effective and proactive relationships that provide a Quality Service based on product conformity beginning with technical and commercial requirements.
- Top Management shall, through periodic Management Review meetings, monitor customer satisfaction, review quality objectives, and where necessary, establish new objectives. It will also review this policy for its continuing suitability to Company's needs.
- Cost reduction of quality defects caused by improper implementation of the Quality System; waste reduction and betterment of the efficiency of all activities at any organizational level by enhancing working methods and times
- Strict collaboration with suppliers to achieve progressive and continuous improvements in the range of purchased products and services by raising the Quality level and overall cost competitiveness.
- A review of staff competency and training needs will be conducted at the Management Review meeting
- To maintain and improve communication flow with customers and regulatory authorities to ensure proper and effective service delivery.
- Improvement of discernment, teamwork behaviour, and attention to quality targets at all categories of staff. Human resource management is taken care of by qualifying personnel through specific training courses.
- Computerization of the production process and individual workstations throughout the company to meet traceability and production control requirements.

Quality and production requirements, design capabilities, marketing activities, and staff aspirations must all be integrated into a broad corporate project that makes people aware of their responsibilities and increasingly involved in Sinnot Shipping Company Limited's continuous growth.

In an increasingly competitive global market, product quality is critical to customer satisfaction and, as a result, business success. Sinnot Shipping Company Limited has decided to integrate the Quality Management System with ISO 9001:2008 and ISO 10005:2018 standards to achieve continuous improvement.

#### *Communication of quality policy to all levels of the organization*

All operating services and departments are aware of the Quality policy and the most significant trend indexes. The main goal is to maximize all company personnel's involvement and participation in Quality subjects. Everyone has the right and obligation to report potential inefficiencies or nonconformities in both products and services. Each

report will be checked regularly by the services in charge, and appropriate and corrective actions will be targeted and implemented in the field.

*Strong partnership with customers and supplier partnership* Company Limited policy encourages strong partnerships with customers and suppliers; close technical relationships with customers allow for in-depth knowledge of products and applications, allowing for the development of products that meet all requirements and are appropriate for the relevant application. The partnership with suppliers strengthens and promotes their participation in the company's continuous improvement policy; as a result, the supplier becomes an active partner in the process of growth and improvement of quality standards.

*Enhancement of Personnel competency*

Sinnot Shipping Company Limited invests heavily in staff training at all corporate levels; staff competence is critical to achieving and maintaining high-quality standards over time, as well as promoting a policy of continuous improvement. The training courses are planned by the Skills Matrices, which identify and relate individual skills to the running working activity, allowing any potential gaps to be easily filled. In addition, specific training on new methodologies is planned.

*Suppliers with Certified Quality Systems*

All suppliers are approved through a joint audit conducted by Quality and Purchasing specialists, and Sinnot Shipping Company Limited's supplier status is maintained through continuous monitoring of their trend indexes, particularly non-conformities. Every six months, a Vendor Rating evaluation of suppliers is published. Suppliers with an underperforming VR index in comparison to Sinnot Shipping Company Limited's target are invited to collaborate on appropriate countermeasures to restore the targeted quality rating.

*Punctual Analysis of Non-conformities, for a continuous improvement*

The non-conformities are split into three main groups:

- External non-conformities reported by customers
- Internal non-conformities, reported by departments or services
- Non-conformities in the material entrance, dependent on suppliers and detected in acceptance

Each non-conformity is investigated, checked, and resolved as soon as possible by implementing corrective actions by the Problem-Solving methodology. The Quality service conducts a semi-annual analysis of nonconformities, which is shared with all responsible company departments to jointly define and implement necessary and resolving actions.

**Signed**

**SMILIS CLEGG**

**(Managing Director)**