

## **Quality Policy**

The Company shall always provide professional ship management services to owners and charterers, protect their interests and assets under its care, and fulfil all their expectations.

The Company:

- Is committed to always comply with all applicable legal and other requirements that relate to the pertinent hazards and to continually improve the effectiveness of its SMS.
- Adopts a proactive approach concerning the needs of its clients and is responsive to their requests, suggestions or complaints, always trying to improve the value of its services.
- Encourages employee teamwork, personal improvement, cooperation, innovative thinking, initiative, leadership, decisiveness and focus on client's needs and satisfaction.
- Sets measurable and meaningful objectives and targets and reviews them when appropriate.

In order to objectively assess its performance, the Company:

- Establishes criteria for the quality of its services.
- Monitors, measures and analyses its objectives and targets for continual suitability to verify that processes are effectively implemented.

The SMS defines the methods used to achieve Company's Policies and the associated objectives and targets. Its implementation ensures that all applicable requirements related to managing ships will be satisfied, thus providing the necessary confidence between the Company and its customers.

The Company's management considers its SMS as the basic tool for providing consistent and effective ship management service and improvement, provides sufficient resources and reviews it regularly to ensure its continuous suitability and effectiveness. The management commits itself in active implementation of the SMS and requires all involved personnel to do the same. Every suggestion for improvement will be given full attention and will be brought to the highest level of the management.

This policy is continuously reviewed for its suitability and is available to the public and the Company's customers, vendors and suppliers.

TEO SHIPPING commits itself to the monitoring, compliance and continuous improvement of the above policy.