

QUALITY POLICY

The Company is dedicated to providing all our customers with services in a competent, professional, safe, and efficient manner responsive and suited to their needs.

The Company's aim to be a leading provider of marine pilotage services, is supported by monitoring and reviewing the Management System's performance, implementing relevant industry innovations and the active participation of all personnel.

High standards of service provision will be achieved by operating and maintaining the implemented Integrated Management System that is supportive of the company's strategic direction and complies with the requirements of ISO 9001:2015 for Quality Management.

The company objectives are:

1. Operate a profitable, sustainable, and progressive company.
2. Maintain Legal and quality compliance.
3. Maintain customer contracts.
4. Maintain positive customer and stakeholder relationships.
5. Provide highly skilled, competent, and fit for service Pilots and support staff.
6. Provide an efficient and punctual shipping service.
7. Ensure company operations aligned with best industry practice.
8. Maintain a transparent and cohesive team environment.
9. Operate an injury and incident free workplace with zero impact on the environment.

Fremantle Pilots are an equal opportunity employer and will treat all employees and potential employees fairly, irrespective of their race, ethnic origin, disability, age, sexual preferences, marital status, or any other perceived grounds of discrimination. Discrimination and harassment are not tolerated in our workplace.

Compliance with this policy and other Company Policies, Work Procedures and Instructions and statutory and regulatory requirements are mandatory and binding on all personnel. Customer satisfaction is the responsibility of everyone working for and on behalf of Fremantle Pilots.

Meeting client expectations and upholding the Company reputation as a quality service provider is directly dependent upon the working philosophies described in this policy.

Approved By:

Julian Thomas

Managing Director

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