

## QUALITY POLICY

The private company **VIS-RECRUIT CYPRUS LTD** (furthermore «Organization») has established, documented, implemented, and maintained a quality management system, appropriate to the purpose of the Organization, complying with the Republic of Cyprus legislation requirements, MLC 2006, and ISO 9001:2015. This system aims to improve the quality of providing services and consequently the satisfaction of the Customer, and continually controls and improves its effectiveness through:

Recognizing, that detailed analysis and the maximum satisfaction of clients' requirements are the main factors for the achievement of the established objectives. The Organization gives a priority to this direction in the Quality Policy and ensures that seafarers have access to an efficient and well-regulated seafarer recruitment and placement system. Execution of the International and National normative documents requirements during rendering all lists of services is one of the basic tasks of the Organization.

To demonstrate our commitment to implementing ISO 9001:2015, the Organization undertakes the following actions:

- **Regular Audits and Assessments:** We conduct regular internal audits and assessments to ensure compliance with ISO 9001:2015 standards. These audits help identify areas of improvement and ensure continuous adherence to quality management principles.
- **Continuous Improvement:** We are committed to the continuous improvement of our quality management system. This involves regular review meetings, feedback mechanisms, and updating processes to align with the latest standards and best practices.
- **Training and Development:** We provide ongoing training and development for our staff to ensure they are knowledgeable about ISO 9001:2015 requirements and can implement them effectively in their daily tasks.
- **Customer Feedback:** We actively seek and analyze customer feedback to improve our services. This feedback is integral to our quality management system and helps us meet and exceed customer expectations.
- **Risk Management:** We implement robust risk management processes to identify, assess, and mitigate risks that could impact the quality of our services. This proactive approach is essential for maintaining high standards of service delivery.
- **Management Review:** Top Management regularly reviews the quality management system to ensure its effectiveness and alignment with the organization's strategic goals. This review includes evaluating the results of audits, customer feedback, and performance metrics.

Based on the above-mentioned, the Organization provides:

- **Commercial policy**, directed to analyzing, specifying, and executing the Client's requirements as the main scope of the Organization's activity;
- **Technical policy**, directed to determine the processes necessary for a quality system functioning, its sequence, interaction, and control for using and the availability of resources and information necessary for providing their functionality;
- **Personnel policy**, directed to staffing the Organization's structural subdivisions with qualified, competent, and professionally trained staff, who can execute their duties confidently and accurately;
- **No Fee Policy for Candidates**, the organization shall maintain a strict "No Fee Policy" for all candidates. Under this policy, candidates will not be charged any fees for services related to recruitment, job placement, or any other related activities. This policy aligns with our commitment to ethical practices and ensuring fairness in all customer-related processes.
- **Social policy**, directed to establish conditions of interest and personal responsibility of the Organization's personnel with assurance, awareness, compliance, and a personal interest in adapting and improving the Organization's quality system;

- **Environmental policy**, we are taking on the challenges of climate change and embracing them for ourselves. We are committed to the United Nations' targets and goals and we are aware of our significant global responsibility and the environmental and social impacts associated with our actions and our products. We use our globally networked power to reduce our ecological footprint. We address the associated challenges with our team, candidates, and clients and actively look for solutions. Our commitment is to reduce the environmental footprint by adhering to International policies and standards and transmitting the same with our candidates and the selection of clients that embrace the same, while simultaneously securing our business competitiveness and employment opportunities;
- **Safety policy**, safety of personnel is and remains the number one priority for our model of business. Candidates and clients will be selected based on their adherence, understanding, and compliance with International safety standards and policies, stemming primarily from STCW compliance and the commitment to always adhere to safety first;
- **GDPR policy**, the Organization processes personal data in compliance with the General Data Protection Regulation (GDPR) (EU) 2016/679, Republic of Cyprus legislation, and other applicable data protection laws. This includes principles of lawfulness, fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity, confidentiality, and accountability. The rights of data subjects are respected, and a Data Protection Officer (DPO) oversees GDPR compliance. In the event of a data breach, established procedures ensure appropriate measures are taken. Employees receive regular GDPR training, and the GDPR policy is reviewed annually for compliance and updates;
- **Compliance policy**, directed to overview adherence of all above policies through planned Internal Audits and periodical management review of the efficacy of our system procedures for identifying minor or major non-conformities. A plan of corrective action is in place and a commitment for continuous improvement is embraced and transpired throughout our organization and business model.

Top Management of the Organization transmits and transpires the right understanding, awareness, and adaptation of the quality policy to all the Organization's personnel when developing the above-mentioned document. Top Management takes into account the variability of external and internal factors of the Organization's scope of work and aims for a continuous improvement of the Organization's quality system by means of management review of the quality processes and close observation and adaptation with the current conditions of the rendering service market.

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