

**Main Manual**

## 5.2 Policy

The policy reflects the philosophy, vision and strategic direction of our company. It is basis for all employees to put into action the following objectives:

### **1. Protection of the environment**

All personnel serving for or being employed by our company are encouraged to reduce or eliminate the risk of pollution whenever possible. It is mandatory for the individual as well as for the company to protect the environment and all employees are advised to adopt a mature, positive attitude in this respect. Environmental procedures have been developed to avoid pollution as far as possible.

### **2. Customer satisfaction**

It is our primary goal to fulfil the requirements of our shipping-, freight- and ship-management customers to the quality of our work and to delight them with our services. This is reflected by our maxim: "Always on the right course to find the right solution."

### **3. Identification of risks and opportunities**

We have a pro-active approach in order to be prepared for the future.

### **4. Commitment to compliance obligations**

We will at any time comply with any applicable national and international Codes, guidelines, rules and regulations regarding the protection of the environment and other requirements to which the company subscribes.

### **5. Doing things right straight away**

Our services are focused on convincing our customers with good work and enhancement environmental performance straight away. We react immediately to any malfunction by analysing and overcoming their cause. We strive for continual improvement.

### **6. Competency and professional behaviour**

We guarantee the environmental consciousness of our staff and the high quality of our work by continuously training our personnel. We provide required methods, resources and trainings to prove our competency and our sustainable and professional behaviour every day.

### **7. Keeping and gaining customers**

To reach our ambitious goals we do our utmost to keep our existing customers and to attract new customers.

### **8. Efficiency**

We undertake to define KPIs that measure the ability of our company to comply with the above objectives and with the review of the KPIs serve as framework for the development of the company.

In order to reach these quality- and environmental objectives we ensure that our QM-/ EM system in conformity with DIN EN ISO 9001:2015 and DIN EN ISO 14001:2015 is understood, put into practice and maintained at all levels of our organisation.

*Silke Fehr*

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Management of Top Glory Marine Service GmbH & Co. KG

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