



# NEWLEAD

## QUALITY POLICY

NEWLEAD S.A., as a leading maritime transportation and services company, operates to the highest quality standards by providing a professional ship management service in a cost effective manner.

The Company in order to meet the agreed requirements of its customers as well as fulfilling its responsibilities towards its employees, the environment and the public at large, is committed to providing a Quality Service, which consistently & continuously meets the requirements of its clients, whilst protecting assets under its care and its employees.

The Company is being responsive to Customer's needs, conducting all activities for which it is responsible in a safe, efficient at environmentally sound manner that consistently meets custom expectations, while ensuring effective and efficient compliance with prevailing Regulatory Requirements, applicable Statutory International Legislation and Classification Society Requirements related to the Services provided

The Company believes that deficiencies related to quality of service, safety and health and environmental protection could best be avoided by the implementation of proactive management policies, procedures and systems together with the active involvement of shore staff and sea-going personnel.

The Company recognizes the importance of customer satisfaction and will work to exceed customer expectations.

Senior Company's Management will strive for quality excellence through continual improvement of its Quality Management System and operational responsiveness, furthermore is responsible for monitoring and reviewing the Quality Policy at regular intervals in order to ensure that it remains relevant and effective giving consideration to the following quality objectives:

- Meeting customer expectations as defined in charter parties and management agreements;
- The timely and in depth processing of any customer complaints, developing and implementing documented and controlled processes
- Investing in long-term customer relations based on trust and mutual concern over society's welfare and development;
- Reviewing the current and future client base, identifying the representative clients and their valued opinion;
- Establishing and pursuing reasonable and measurable objectives and performance targets through which the standard of the quality management system can be evaluated and opportunities for improvement identified
- Ensuring that resources are sufficient for satisfying the quality objectives.
- Developing employee quality orientation through effective training;
- Open and ongoing dialog will be maintained with all stakeholders to communicate their expectations and to discuss feedback on performance.
- Operating Vessels without Accident(s) or Incident(s) that could endanger Company's Employees, the Environment or Assets under the Company's care,
- The Company ensures that the quality of its operations, the safety and health of its employees and the protection of the environment remain the predominant factors in all aspects of its operations complying with current Health & Safety Legislation.

The Senior management of the company through the appointed Management Representative ensures that the Quality Policy is communicated and understood by all employees, both ashore and at sea.

As per original issue: Piraeus, 1<sup>st</sup> February 2013

.....  
Michael S. Zolotas  
Managing Director

Signed on: 1<sup>st</sup>/Feb./ 2013, at Piraeus