



## Quality Policy

ServicePRO LLC was established in 2017, bringing over 40 years of learning and experience for providing its clients with ship agency, and logistics services. Our success depends on our reputation and performance which we strive to constantly improve in order meet our customer expectations and needs , as well as comply with the applicable legal, statutory and regulatory requirements.

Quality guides what we do and how we do it, so our activities are consistently executed in a safe, professional, and compliant manner. Achievement of our vision and goals means that each individual at ServicePRO LLC is responsible for the the quality of their work and addresses the needs of our customers. The company is committed to operating under the control and requirements of a Quality Management System set by the ISO 9001:2015 standards.

It is our core belief that upholding this policy is a company-wide effort and therefore requires all employees to positively contribute through their individual roles and responsibilities to achieve a culture of continuous improvement and overall system efficiency:

- ❖ We will adopt and promote a QUALITY culture within the company to continually review and improve our service delivery output .
- ❖ Comply with all relevant industry laws and regulations and ensure that all company policies are effectively enforced.
- ❖ Educate and train our people to continually improve their skills, awareness and knowledge to foster core values in quality excellence and practices.
- ❖ Identify, report, investigate and resolve all non- conformance and take action to prevent recurrence.
- ❖ Respond to complaints by acting immediately and decisively.

This policy (SP-QOP-1, ID 09-08-19) is available to all relevant interested parties when needed. It is communicated and explained to all employees by respective supervisors and managers and posted at the entrance of the company.

General Manager