

QUALITY POLICY STATEMENT

The Marine & Risk Consultants Limited quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through the adoption of a system of procedures (processes) that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities. The procedures can be found on the server and consultants are issued with the updated procedures when produced. Marico procedures are subject to annual review and all updates are distributed to the relevant staff. A robust audit programme, in tune with any risk element, ensures that staff remain aware of and compliant with their relevant procedure(s).

To ensure company-wide consistency, QA approved forms and templates complement the procedures and these can be found within the relevant folders in the QA area on the server.

Flexibility and the ability to deal, if necessary, with a client's changing needs during a project phase is key to Marico's success in ensuring that a perfect solution is found each time for the client.

Feedback, via End of Project Audit and external Customer Satisfaction Survey, is actively sought at the termination of each project, or annually for ongoing work, or if a project is not awarded to Marico. This feedback is recorded and analysed by top management at regular intervals in order to continually seek improvement. Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Director or Quality Manager.

To achieve and maintain the required level of assurance the Director retains responsibility for the Quality System with routine operation controlled by the Quality Manager.

The policy of the Quality Assurance System is:

- To maintain an effective Quality Assurance System complying with International Standard ISO9001 (Quality Systems);
- To achieve and maintain a level of quality which enhances the Company's reputation with customers which includes the QA of all reports and proposals issued to clients;
- To ensure compliance with relevant statutory and safety requirements;
- To endeavour, at all times, to maximise customer satisfaction with the services provided by Marine & Risk Consultants Limited;
- To comply with the relevant laws and codes of practice of the local place of work;
- To comply with the guidelines laid down in the Bribery Act 2010 which are encompassed in the Company's Ethical and Anti-Corruption Policy, a copy of which is issued to each member of staff;
- To maintain professional secrecy with respect to information gained from the work with clients, their partners and suppliers; and
- To maintain a policy of equality within the workplace.

Objectives are set annually to comply with quality policy.



Joanna Sawh – Operations Director - UK

Date: 30 May 2025

Date to be reviewed: 26 April 2026