



## QUALITY POLICY

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C&V Caribbean Shipping Ltd is dedicated to consistently delivering first-class service and providing end-to-end solutions for all our customers' logistics and shipping needs. We achieve this by routinely reviewing and updating our management processes and providing our employees with an environment focused on their personal and professional growth.

We maintain this commitment by:

- Ensuring customer requirements are met and exceeded as defined in the relevant contractual master service agreements.
- Developing and implementing controlled processes to ensure efficiency, productivity, and growth.
- Continual improvements in operational responsiveness.
- Conducting internal training, management review and audits, that will strengthen the philosophy of the quality of all interested parties.
- Complying with applicable statutory requirements and international legislation.
- Establishing and communicating measurable and consistent objectives and performance targets to company employees.
- Developing employee skills and increasing their contribution through effective training and team building exercises.

We are committed to managing our business in line with a quality management system that complies with ISO 9001:2015.

All employees are responsible for complying with the company's quality standards. These specifications are conveyed to all relevant functions and levels throughout the organization.

A handwritten signature in blue ink, appearing to read 'Jennifer Prashad', is written over a horizontal line.

Managing Director – Jennifer Prashad

Dated: 2<sup>nd</sup> August, 2023