

Quality-Environment Integrated Policy

The Grimaldi Group was established in 1947. Based in Naples (Italy), today it is the leader in maritime transport of cars and other vehicles (ro/ro), with one of the biggest ro/ro-multipurpose and car carrier fleets in the world.

The implementation and certification of the Environment and Quality systems has been a strategic choice by the President/Managing Director, which has proved decisive for the Grimaldi Group's improvement and increased competitiveness.

UNI EN ISO 9001:2000 and 14001:2004 certifications allowed the Grimaldi Group to face the market with a marked competitive advantage in terms of planning and being able to "satisfy" Customers' needs.

On the strength of this experience, the President/Managing Director of the Grimaldi Group considered it important to continue on this path and, in order to maintain the commitment to constant improvement of Environment and Quality systems, decided to integrate both of them as this was a good opportunity for the constant enhancement of performance in these areas.

Conformity with UNI EN ISO 9001:2008 regulations and integration of the associated management system with the requirements of ISO 14001:2004 represents a key moment for the consolidation of the adopted systems. In this framework, an integrated quality/environment management system based more and more on the eight Total Quality Management principles of 9001 (customer focus – leadership – involvement of people – process approach – system approach to management – continual improvement – factual approach to decision-making – mutually beneficial supplier relationships), integrated with the requirements of ISO 14001:2004, can further consolidate the Group's competitive edge in the market.

The Environment and Quality Policy, established by the President/Managing Director, is the main document of the integrated system and is disseminated and pursued by all personnel. In the light of the above, the Grimaldi Group has set the following objectives:

- ensure safety at sea, thus preventing loss of lives and human injuries and safeguarding the environment;
- determining and meeting Customers' requirements with the aim of enhancing Customer satisfaction;
- honour the commitments undertaken;
- continuously improve environmental performance and environmental protection;
- control all processes that influence the product and the related environmental aspects;
- comply with all obligations arising from regulations, environmental laws and other commitments undertaken by the Grimaldi Group related to environmental protection, for all activities both onboard and ashore;

- prevent pollution, by reducing – where possible – the discharge, waste and use of resources, regularly and systematically monitoring the environmental impact of the Group's activities, and following all instructions aimed at preventing or eliminating the pollution itself;
- set targets for continuous improvement of environmental performance;
- use technology that provides the best technical and economic performance with the lowest environmental impact;
- evaluate the environmental aspects of products and activities and adopt management procedures that reduce their impact on the environment (the environmental impact of new services or activities will be previously assessed);
- train all personnel, at every level, in order to promote and encourage every activity aimed at protecting the environment through raising awareness and promoting cooperation. In this way, the skills and efficiency of personnel both on board and ashore are continuously improved;
- avoid or restrict marine pollution in the event of an accident, through continuous training of personnel about the instructions and emergency plans established by the Group for its Companies;
- raise awareness among suppliers about the environmental management of the activities related to Group operations, and induce suppliers to adopt an environmental management system themselves;
- communicate with, and involve, all those concerned.

For the purpose of observance of the above-mentioned principles, the Group has:

- appointed an Environmental and Quality Manager (EQM);
- created an effective system of internal communication, in order to bring personnel up to date, raise awareness and invite suggestions;
- created a company structure allowing for environmental procedures to be applied in a suitable and effective way;
- established a periodic review of its environmental objectives and targets.

The President/Managing Director undertakes to achieve the Environment and Quality targets and standards according to the following principles:

- ↺ development of human resources;
- ↺ involvement and commitment of all personnel through an organisation of work based on team work;
- ↺ cooperation among team-groups based on transparency, availability, autonomy, confidence and mutual respect;
- ↺ recognition of team work success;
- ↺ top-down permanent information by team interconnection;
- ↺ permanent training and personnel qualification;
- ↺ constant improvement in each activity pursued with determination by everyone, learning from mistakes and reducing weak points of processes, products and services;
- ↺ periodic review of objectives and goals;

- ↪ periodic review of the Integrated Environment and Quality Management System;
- ↪ identification of all potential negative environmental impacts and establishment of a monitoring system aimed at controlling in detail the risk of undesired events;
- ↪ use of working devices and techniques that lead to good results and limited environmental impacts;
- ↪ constant research into a better way of coexisting with the environment in the area of operations;
- ↪ raise awareness of the personnel, suppliers and Customers with regard to respect for the environment;
- ↪ disseminate information about environmental risks to all personnel;
- ↪ constant and updated information about emergency preparedness procedures.

Company groups and functions decide and propose actions aimed at improving the working environment, preserving the surrounding environment, and enhancing productivity and quality by observing the rules.

The President/Managing Director wants to ensure that the Company Policy illustrated in this document and the Integrated Environment and Quality Management System are understood, applied and observed at each organisational level.

Therefore, the Top Management prescribes that the contents of the Integrated Environment and Quality Management System Manual, as well as the related procedures and instructions, are applied to all employees' functions, as per their competence.

The Top Management undertakes to find and make available the resources needed to better implement the Integrated Environment and Quality Management System; by means of the cooperation of all employees and other stakeholders, there is no doubt that all the set goals will be achieved.

As the Grimaldi Group considers Customer satisfaction to be its number one goal, it commits dedicated resources to the implementation of the Integrated Environment and Quality Management System in accordance with UNI EN ISO 9001:2008 and UNI EN ISO 14001:2004.

Accordingly, the Group undertakes to give economic support and backing to the above-mentioned principles.

This commitment is disseminated to all personnel and details are made available to the public.

President/Managing Director
Gianluca Grimaldi