

QUALITY POLICY

Our managerial approach based on quality requires us to constantly ensure the continuous improvement of the performance of our port activity and the merchant marine, of our organization as well as the development of the quality of our provided services. These assets can only be materialized through the implementation of an improvement approach based on quality and totally oriented towards listening to and satisfying the requirements of our customers and other relevant interested parties while respecting legal requirements and regulations applicable to port and merchant marine activities.

This quality approach is therefore more than ever the essential means by which we will succeed in improving our performance and enhancing our image. It is within this framework that we have established our quality policy which is based on the following axes:

- ✚ Ensure the maintenance, upkeep and improvement of the efficiency of the QMS of the ports and the merchant marine, including the activities and processes managed from the headquarters
- ✚ Ensure the continuous improvement of the efficiency and performance of the Ports & Merchant Marine QMS
- ✚ Meet the requirements of customers and other relevant interested parties
- ✚ Ensure the rationalization and increase the performance of port activity
- ✚ Carry out development program contracts
- ✚ Develop the skills of our human resources
- ✚ Control our infrastructure
- ✚ Continuously improve our IS and information security
- ✚ Ensure compliance with our legal and regulatory obligations
- ✚ Ensure the compliance and quality of our services provided in complete safety
- ✚ Ensure port security and safety of our staff, contractors, visitors and property at ports
- ✚ Control our waste at ports

As part of the implementation of our quality policy, we have defined measurable and achievable objectives broken down into processes. However, we ask each of us, regardless of his/her position in our organization, to be involved personally in order to contribute effectively to the achievement of these objectives.

Also, as part of this quality approach, we are committed to:

- ensure the functioning of the Ports and Merchant Marine QMS and the continuous improvement of their efficiency;
- chair quality meetings and periodic management reviews;
- ensure the availability of all the resources required for the SMQ Ports and Marine Merchant.

The Chief Executive Officer

Le Président Directeur Général
de l'Office de la Marine Marchande
et des Ports

Khaoula BELAKHDAR