

## Quality Policy

The Management of Maritime Utilia S.r.l. recognizes quality as a strategic element for ensuring reliability, professional credibility, protection of interested parties, continuity of client relationships, and the sustainable development of the organization.

To this end, Maritime Utilia adopts and maintains a Quality Management System compliant with **UNI EN ISO 9001** and consistent with the applicable principles and requirements of **UNI ISO 10667-1** and **UNI ISO 10667-2**.

Management is committed to:

- understanding and meeting the requirements of clients and other relevant interested parties, ensuring clarity in identifying needs, consistency in service design, and reliability in service delivery;
- ensuring that assessment and development services are designed and delivered according to principles of fairness, impartiality, methodological consistency, technical appropriateness, confidentiality, and the proper use of outputs;
- operating according to principles of professional ethics, respect for individuals, recognition of competencies, non-discrimination, and attention to the impact that assessment processes may have on participants and client organizations;
- ensuring that personnel operating under the Organization's control are selected, qualified, and maintain the competencies required for their roles and the complexity of the activities assigned;
- promoting an organization based on clearly defined roles, responsibilities, and authorities, effective process management, and the traceability of activities and decisions;
- protecting the data, information, and materials handled within the scope of services, ensuring their confidentiality, integrity, availability, and proper use;
- systematically monitoring process performance, output quality, customer satisfaction, the effectiveness of corrective actions, and the evolution of training and organizational needs;
- managing risks and opportunities related to business processes and services provided, with the aim of preventing undesirable effects and supporting continuous improvement;
- promoting a responsible management model that considers the social dimension of services provided, transparency in organizational behavior, fairness in professional relationships, and the responsible use of resources;
- Supporting environmentally conscious practices, with a focus on reducing waste, promoting the responsible use of paper, energy, and digital tools, and favoring sustainable organizational methods whenever consistent with the nature of the activities performed;
- promoting the continuous improvement of the Quality Management System, methodologies, competencies, and the overall effectiveness of the services offered.

This Policy provides the framework for establishing quality objectives and is communicated, understood, and applied throughout the organization, while also being made available to relevant interested parties. Management is committed to periodically reviewing this Policy to ensure its continued suitability with respect to the organization's context, business strategy, and the evolution of the services provided.

Date: 12/06/2026

Management / CEO: \_\_\_\_\_

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