

Quality Policy



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Applicable Entities	Seagull Maritime FCZO, Seagull Maritime Malta, Seagull Maritime Nigeria, Seagull Maritime UK, Seagull Offshore

INTRODUCTION

Seagull Maritime is committed to providing quality professional risk management services in the maritime environment and beyond, endeavouring always to meet budgetary requirements, time constraints, legal requirements and to meet the requirements of our stakeholders and our supply chain.

We aim to continually improve the services we provide to meet our client's requirements by giving them reasonable scope to perform due diligence for the management of the services retained and by delivering a service that we can justifiably be proud of. We aim to set the benchmark for service and expertise across our industry.

To assure our interested parties and demonstrate our quality, our quality management system is established and maintained to meet the requirements of the international standard ISO 9001:2015 and is subject to periodic review and improvement to ensure that our success is sustained through resisting complacency and where appropriate exploiting opportunities to improve and innovate.

All Seagull Maritime employees are committed to meeting the requirements of this policy, understand its importance and act accordingly.

MISSION STATEMENTS

Our Vision

"We aspire to drive a growth in the standards of providing security and risk management services across the maritime industry, making risk management accessible to all stakeholders. We aim to empower our clients and our stakeholders through our commitment to operational excellence, the highest level of compliance and leadership through customer service and innovative solutions."

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Our Mission

"To redefine the physical risk management landscape through innovation and best practices. Our focus extends beyond conventional maritime security as we are committed to supporting all stakeholders in the maritime sector with leading compliant and operationally efficient service delivery that enhances not only the security of our clients and stakeholders but also their overall resilience to risk in their business and operations. By integrating our services across the Seagull Group and with our industry partners, we aim to create a natural ecosystem that is safe, secure and ever adapting to the challenges faced in the maritime sector."

OUR COMMITMENT TO QUALITY

Seagull Maritime is committed to, and place a great emphasis on high levels of quality in all areas of our business operations through the group's core values and we are committed to:

Maintaining a Quality Management System that meets or exceeds the requirements of ISO 9001:2015

Meeting all relevant statutory, regulatory and other requirements.

Identify and meet the needs & expectations of our Interested Parties so we can keep our customers satisfied, as well as meet all statutory and regulatory requirements and recognised best practice.

Provide effective leadership, setting and disseminating quality objectives throughout the business, providing the framework for measuring the objectives and regularly reviewing the outcomes.

Continually monitoring and reviewing the system to ensure that our system continues to meet our requirements and remains suitable for our business and customer needs.

Identify the significant risks that affect each part of our business and take effective control measures (preventative action) to eliminate or reduce their negative effects.

Identify and take advantage of opportunities by reporting them so we can experience continuous improvement.

Identify and report non-conformities within our business, allowing us to learn from our mistakes and improve our processes. Minimize risk by reducing likelihood and consequence

Respects international, national and local laws

Respects human rights, keeping them at the forefront of our thinking when conducting our operations, engaging with our supply chain and working with internal and external stakeholders.

Conduct security management methodically, through design, development, application and analysis of appropriate security methods, and engaging in constant improvement.

Meet the requirements of all binding laws and treaties, throughout the supply chain for home, flag, port, and coastal states and the applicable laws in the countries in which we operate.

Satisfy our financial, operational and business requirements (including subcontractors and supply chain)

Strive for continual improvement.

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As an organisation guided by its values, Seagull Maritime is also committed to respecting the rights of stakeholders and will take positive steps to ensure we sustain success through activities such as sustainable resourcing and risk management practices to avoid, prevent and reduce the likelihood and consequences of disruptive or undesirable events including injury, ill health, pollution, and waste.

OBJECTIVES

Our quality objectives are established through the management review process and documented in the Company Objectives Register (SM/INT/REG/006). The Group Compliance Director, in conjunction with the CEO and senior management, sets measurable quality objectives that are aligned with this policy, our ISO 9001:2015 commitments and the current needs of our clients and stakeholders.

Performance against these objectives is monitored through a combination of client satisfaction data, internal and external audit findings, operational performance metrics, non-conformance analysis and management review outcomes. Where objectives are not being met, or where changes in our business, client requirements or regulatory landscape necessitate revision, corrective actions and updated targets are agreed through management review and documented accordingly.

Our objectives are established under the SMART principle (Specific, Measured, Achievable, Reasonable, Targeted) and we monitor our performance towards achieving our objectives through management review, setting specific departmental KPIs and internal auditing.

COMMUNICATION

This Policy is available via the Seagull Maritime Compliance team, our website or in PDF format by mail on request.

We continually endeavour to communicate this policy, our mission and objectives to our staff and stakeholders and ensure where any changes are made or implemented, this is communicated effectively and appropriately.

TRAINING AND AWARENESS

This policy and subsequent training are aimed at developing in each employee a sense of personal responsibility for sustaining success. Through adherence to this Policy by all personnel, Seagull Maritime aims to demonstrate its commitment to operational excellence: quality, health, safety, environment, and security. It is a core principle of this policy that all staff and personnel who may work on behalf of Seagull Maritime are trained to be aware of their responsibilities to this policy and our quality management system. Likewise, any supplier or sub-contractor who wishes to contract with Seagull Maritime will be made aware of this policy, its objectives and our commitments and agree to follow the policy accordingly in any undertaking with Seagull Maritime.

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CONTINUAL IMPROVEMENT

Seagull Maritime is committed to the continual improvement of its business, staff and management systems. To ensure this improvement occurs we commit to:

- Measuring the quality of our management system and operational activity from client and stakeholder feedback and external and internal audits.
- Systematically analysing and understanding any incidents.
- Conducting a thorough internal audit programme on our quality system.
- Comprehensive analysis of all findings and data, to inform decisions on preventative and corrective actions.
- Improving our methods based on instructions and guidelines from professional expert bodies.
- Regular management review of our management systems.
- Ongoing training for all staff and personnel.

MONITORING AND AUDITING

Progress against these objectives will be monitored through monthly management summaries as well as continuous engagement across departments, staff and stakeholders.

TARGETS

To help achieve our objectives and comply with this policy, we also set departmental and personal KPI's which are defined within operational and departmental policy and procedure.

REVIEW

This Policy is reviewed by the top management of Seagull Maritime at planned intervals and when significant changes that require further adjustments to the current legal, regulatory and operational frameworks.

Regular review assists the evaluation and continual improvement of our management systems.

A handwritten signature in black ink, appearing to read "Darren Watts".

Darren Watts

Group Compliance Director

02/04/2026