



Integrated System

QUALITY POLICY

in accordance with UNI EN ISO 9001

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Crotone Cruise Port is a hidden gem in the heart of the western Mediterranean Sea, capable of accommodating small and medium-sized ships as well as turnaround operations.

Crotone Cruise Port is situated at Molo Giunti in the Port of Crotone, a short distance from the city centre and a beautiful seafront promenade.

Crotone Cruise Port S.r.l. is a company founded in 2022 to manage port facilities and passenger reception services for embarkation, disembarkation and transit of cruise traffic, as well as related activities.

The company's policy is aimed at identifying any shortcomings in the service by gathering information from sources such as complaints, satisfaction questionnaires and any other form of documented feedback; consequently, the recording of any non-conformities will trigger the initiation of a process, through targeted measures, to rectify the reported deficiency.

In undertaking its commitments, defining its strategies and planning its business activities, Crotone Cruise Port S.r.l. assesses and analyses information received from customers and any other interested parties, in accordance with their needs and expectations – that is, internal and external factors that have, or may have, an influence on the management system and the achievement of the company's objectives. With this in mind, it has carried out a context analysis to assess the strengths and weaknesses – that is, the internal factors – and the opportunities and threats – understood as external factors – of the main processes.

Crotone Cruise Port S.r.l. constantly identifies, verifies and reviews which internal and external issues may affect its actual ability to consistently provide services that meet customer requirements and/or legal and regulatory requirements, or the expected outcomes of the Integrated Management System.

Consequently, senior management is attentive to identifying positive and/or negative factors that may hinder or enhance the company's business. To facilitate the identification of internal and external factors, each process has been mapped out, identifying its respective strengths and critical points. Business opportunities, objectives and corporate strategies to be pursued are addressed and discussed during the annual management review, and, in this context, factors promoting business growth and those hindering it are analysed.

When undertaking its commitments, defining its strategies and planning the relevant business activities, Crotone Cruise Port S.r.l. assesses and analyses information received from the customer and from any other interested party, in accordance with their needs and expectations; that is, internal and external factors that have, or may have, an influence on the integrated system and on the achievement of the company's objectives.

In order to meet customer requirements and respond effectively to changing environmental conditions, Crotone Cruise Port S.r.l. has decided to implement a Quality Management System in accordance with the international standard UNI EN ISO 9001

Quality Policy

The international standard UNI EN ISO 9001 requires the implementation of mandatory requirements for the proper establishment of the system.

The company's policy is aimed at identifying any shortcomings in the service by gathering information from sources such as customer complaints, satisfaction surveys and internal audits; should any non-conformities be identified, targeted actions will be taken to eliminate the reported deficiency.

Crotone Cruise Port S.r.l. has identified the external and internal factors relevant to its objectives and strategic direction, which influence its ability to achieve the expected results for its system.

Consequently, the Integrated System is based on an identification of the organisational context and on a risk-based thinking approach, which enables the organisation to determine the factors that could cause processes to

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deviate from customer requirements and, consequently, to implement preventive controls to minimise negative effects and make the most of the opportunities offered by the relevant market (see Organisational Context – Risk Analysis).

The risk assessment and context analysis are updated at least annually (see management review) and/or whenever there is a change in the factors analysed. This analysis leads to the subsequent assessment of risks and opportunities and to the resulting improvement plan.

With regard to external activities, the organisation undertakes to:

OBJECTIVE	INDICATOR	MONITORING FREQUENCY
To provide the customer with a service that complies with the project-specific requirements	- Customer complaints - Internal non-conformities - Supplier complaints	Monthly
Monitor customer satisfaction to improve perceived quality	Customer satisfaction analysis	Annual
Adherence to deadlines	- Customer complaints - Internal non-conformities - Supplier complaints	Monthly
Stakeholder expectations	- Context analysis - Risk assessment	Annual

With regard to internal company activities, the company is committed to:

OBJECTIVE	INDICATOR	MONITORING FREQUENCY
To promote competence, awareness and participation of staff, whilst keeping up to date	- In-house/external training - Internal audits	Half-yearly
Monitoring service delivery	- Customer complaints - Internal non-conformities - Supplier complaints - Meeting Minutes - Training reports	Monthly
Assess suppliers to ensure the quality of products purchased and used to meet the customer's requirements	Assessment/qualification	Annual
Manage equipment maintenance in a systematic manner to avoid and service downtime	Equipment maintenance	Half-yearly – Annual and/or depending on the type of equipment
Operate in compliance with current legislation when providing services	- Reports from the relevant authorities - Client reports - Internal non-conformities	Half-yearly

• **SATISFYING STAKEHOLDERS:** in particular, our customers and partners. Management is aware that the achievement of certain results depends first and foremost on the ability to meet customers' needs effectively;

• **ENGAGING AND SATISFYING ALL STAFF:** facilitating a process of participation and collaboration amongst staff by assigning appropriate responsibilities, particularly with regard to employees and contractors. This is the fundamental principle underpinning quality: the engagement, participation and satisfaction of all company staff. The promotion and development of professional skills foster integration and collaboration between internal organisational units. The organisation is committed to instilling the principles of quality in its staff, including through continuous training, making it clear that each of them carries out important tasks and activities and that, for this reason, work must be carried out in accordance with current regulatory requirements, customer requests and customer satisfaction. The organisation has enhanced its know-how by promoting the dissemination of best practice and striving to optimise it, so that working methods and experience become part of the organisation's shared heritage.



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• **COMPLIANCE WITH APPLICABLE REGULATIONS:** to carry out all assessments on the basis of objective evidence and in compliance with current rules and regulations. For sound business management, it is essential that all those involved regard full compliance with all legislative provisions relating to the work carried out as a fundamental requirement. In particular, management is committed to providing a service that complies with the provisions of the standard and any other criteria prescribed by law;

• **ADDRESSING CLIMATE CHANGE:** carry out appropriate assessments of the organisation's impact on climate change by implementing strategies to reduce pollutant levels;

• **CONTINUOUSLY IMPROVING THE SYSTEM:** Everyone actively contributes to improving quality by collaborating with the company management to define management procedures and by committing to identifying and promptly rectifying any non-conformities with the guidelines set out in the system documentation, with a view to continuously improving the effectiveness of the activities carried out. Therefore, in order to achieve, maintain and improve operations, management is committed to providing the resources necessary to ensure the quality of the service delivered to the customer, including by keeping equipment and suppliers under control;

• **MONITORING THROUGH INTERNAL AUDITS:** during the management review, the organisation plans annually the timing and methods for carrying out internal audits in order to periodically assess compliance with the system;

• **ENSURING COMMUNICATION OF THE QUALITY POLICY:** the organisation has established appropriate internal communication processes and has therefore disseminated this document to all organisational levels through meetings, notices displayed in areas accessible to staff, the website, email and shared programmes. Furthermore, management may also assess understanding of the policy at the end of meetings and/or during internal audits, and check whether it is applied at all levels of the organisation and made available to interested parties.

Conversely, for external communication processes, the organisation has established advertising, below-the-line marketing (targeted at a specific user group), the distribution of information booklets, the website and the organisation of events.

The organisation defines measurable parameters for each business process in relation to threshold values and pre-set objectives. In this way, staff are able to identify projects and achieve objectives, including through daily or periodic checks, or by using statistical techniques.

To achieve this, the organisation aims to empower all levels of its structure by boosting the motivation and engagement of all staff in carrying out their duties, thereby creating a healthy and conducive environment for trust, commitment, safety, transparency, growth and reliability.

Date: **10 November 2025**

Crotone Cruise Port S.r.l.
Approved by
General Manager (GM)