



Nautica Cala Galera SpA, founded in 1964, serves one of the most fascinating areas in Tuscany, surrounded by famous tourist destinations such as Porto Santo Stefano, Porto Ercole, Capalbio and the Tuscan archipelago.

The Garaging Service offers standard and extraordinary maintenance for boats and pleasure boats, and has the latest generation of vehicles such as the 320-Ton Travel Lift and 350-Ton Trolley, which allow Yachts over 40m to be moved and accommodated.

As far as ordinary and extraordinary maintenance works are concerned, it avails itself of the expertise of the best companies and master carpenters of great tradition and experience, such as to ensure our Customers increased Quality Standard services.

The processes carried out by the Organisation and monitored by the Quality Management System, consist in the provision of the Slipway-Winterisation, Maintenance and Assistance Services, which can be summarised in the territorial application reported in the scope of the ISO 9001 Certification

### "SERVICES OF MAINTENANCE AND WINTERISATION OF BOATS"

The Management is committed to improving its quality management system, by constantly reminding the Organisation of the importance of compliance with all the requirements applicable to the processes prepared, of a contractual, legal and regulatory nature.

In particular, the company's quality policy is substantiated through:

- Awareness of the company's role by all Operators
- The continuous search for improvement in the processes and services provided
- The continuous improvement of the results obtained by individual company processes
- The increase in the degree of customer satisfaction

Following the definition of the above-mentioned quality policy, the Management identifies quality objectives.

These consist of:

- o Customer focus
- o Quality of supplies
- o Resource quality
- o Implementation of the objectives of the Quality Policy and, more generally, of the Quality Management System
- o The constant commitment to the improvement of the listed elements.

Below are details of the particular policy objectives that the Company intends to pursue, in line with the aspects listed above.

- o Customer care

→ This is expressed through the measurement of Customer satisfaction and by evaluating over time both particular and general indications that emerge from it.

- o Quality of supplies

This is expressed by:

- Providing Services in accordance with its Customers' expectations.
- Providing adequate overhauls of the machinery in accordance with its normal use.
- Constant attention to the quality of the Suppliers used.

- o Resource quality

This is expressed by:

- The competence and active involvement of its staff
- Constant attention to the training of its resources.
- o Implementation of the Quality Policy and, more generally, of the Quality Management System

This is expressed by:

- The effectiveness (achievement of concrete results) and efficiency (achievement of results with minimum costs) of its processes and the Quality Management System in general
- The effective management of any Non-Compliance found and the prevention of potential Non-Compliance through all activities performed.
- The constant commitment to the improvement of the listed elements

For the same definition of improvement, it is implemented by defining measurable indicators (representative of the elements) and comparing them with appropriately defined thresholds.

Periodic system reviews make it possible to ascertain over time whether the company's quality policy remains appropriate, consistent and adequate to achieve the company's objectives.

The objectives that the organisation defines are measurable and consistent with the company's quality policy.

These are also contained in the management review and will be shared with the Department Managers, measured through the identification of monitoring and measurement indices.

The results of this analysis will be contained in the management review for the period to which the data refer.

In order to make explicit some objectives and the subsequent composition of the monitoring and measurement indexes, it is intended to report the one relating to the organisation's production, only by way of example:

Objective:

1. Tend to optimal production, avoiding NC products.
2. Tend to respect the delivery times agreed with the customer.
3. Tend to an optimal supply of outsourced services, avoiding NC services

The Management ensures that the above policy is disclosed to all human resources operating within the Company and that it is understood and pursued. Moreover, since the Management willingness to implement what is stated in the Quality System is expressed, it



is guaranteed that the necessary resources and tools will be made available to guarantee the conformity of the service.

In order to guarantee a product/service based on the maximum satisfaction of its customers, and more generally, of all interested parties, the Company defines as the reference principles of its Policy:

***Attention focused on the customer and stakeholders:***

The Company is committed to understanding customers' needs and plans its activities to fully meet them. In the same way, it operates in compliance with the requirements and demands:

- Of the reference market
- Of the country in which it operates, complying with laws and regulations
- Of all parties involved in its critical processes

***Process-oriented approach***

The Company identifies the different activities of its organisation as processes to be planned, controlled and constantly improved, and activates the resources for their implementation. The Company manages its processes so that the following are clear:

- The objectives to be pursued and the expected results
- Related responsibilities and resources employed

***Leadership***

The Company assumes responsibility for the effectiveness of its QMS, making all necessary resources available and ensuring that the planned objectives are compatible with the context and strategic guidelines. The Company discloses the importance of the QMS and actively involves all stakeholders, coordinating and supporting them.

***Risks and opportunities assessment***

The Company plans its processes with a risk-based thinking approach in order to implement the most suitable actions:

- Assessing and dealing with risks associated with processes
- Exploiting and reinforcing the opportunities identified

The Company promotes at all levels an adequate sense of proactivity in managing its risks.

***Involvement of staff and stakeholders***

The Company is aware that the involvement of staff and all stakeholders, together with the active participation of all employees, are a primary strategic element. It promotes the development of internal professionalism and the careful selection of external collaborations in order to equip itself with competent and motivated human resources.

***Improvement***

The company's permanent objective is to improve the performance of its QMS. Preliminary assessment of the risks and opportunities connected with company processes, internal and external verification activities and management review are the tools that the Company implements to constantly improve itself. The instrument chosen to pursue its Policy by the Company is a Company Management System in compliance with UNI EN ISO 9001 in the latest edition.

This policy is made known to all employees of the Organisation, its suppliers and customers. It is available to the public and to anyone who requests it.

This policy will be reviewed annually to ensure that it is appropriate to the company objectives and to ensure its continuous improvement.

Porto Ercole, 01.08.2018

The Management