

FLORIDA MARINE

Quality Policy



Florida Marine is dedicated to providing the highest standards of marine transportation services that will meet our customer's needs, requirements and expectations. We believe in the principle of working together with our customers in pursuing this policy and in continually striving for improvements in service quality.

COMPANY OBJECTIVES

- *To carry out our services in a professional, efficient and safe manner and to meet the requirements of applicable laws, rules and regulations, AWO RCP and OCIMF TMSA.*
- *To be recognized as a trustworthy and dependable marine transportation company.*
- *To have the highest level of confidence of our customers, mariners and the maritime industry.*
- *To maintain continual communication with our customers and thereby focusing on their individual requirements and tailoring our service to their needs.*

These objectives will be achieved by:

- *Recognizing and adapting the continuous improvement cycle Plan, Act, Measure, Improve*
- *Setting measureable and meaningful Quality Objectives*
- *Complying with applicable regulatory and statutory requirements*

This policy shall be communicated and made available to all employees. Training will be an integral part of strategy to achieve the objective and we shall ensure all employees understand and fully implement these through an ongoing training and development program. All employees on board and ashore shall comply with this policy at all times.

Management is committed to achieving Quality in all areas resulting in total and consistent customer satisfaction, leadership in all areas of business and continually improving the effectiveness of the Management System.

I trust that you will join me in continuing to consistently provide a standard of quality services to our customers that exceed expectations and that we can all be proud of.

A handwritten signature in blue ink, appearing to read "Dennis A. Pasentine". The signature is stylized with a large, looped initial "D" and a prominent horizontal stroke at the end.

Dennis A. Pasentine