



QUALITY POLICY

*The firm **James Rawes Navegação Lda** has the utmost objective of ensuring compliance with customer, legal and regulatory requirements, aiming at customer satisfaction and a continuous improvement of its services.*

To this effect, it commits to continuously implement, maintain, monitor and improve the effectiveness of the Quality Management System designed according to ISO NP EN 9001:2015.

***James Rawes Navegação Lda** is committed to ensuring the competence and professionalism of its employees through the use of rigorous working methods and training support. It also undertakes to provide the necessary resources and infrastructures to perform the service in accordance with the requirements and expectations of the customer.*

***James Rawes Navegação Lda** considers important, in order to ensure the quality of the services provided, a good relationship with the interested parties, amongst others, the external suppliers to guarantee that they provide a service in accordance with the quality levels required.*

*This Quality Policy has the commitment of all personnel of **James Rawes Navegação Lda**, at all levels and assumes Quality as a determining factor of organizational culture. So, to express our full support and commitment, we sign it.*

Lisbon, 1st of March 2022

The Management