



ENVIRONMENT and QUALITY POLICY

Founded in 1947 Grimaldi Group Naples is today the leader in maritime transport of passengers, cars and other rolling cargo (ro/ro), with one of the main world roro/multipurpose and car carrier fleet. The Group also transports goods in container and palletized cargo, on all served routes.

In this process, the implementation and certification of Quality and Environment systems have been a strategic choice by the President decisive for Grimaldi Group Naples improvement and increased competition. In fact, the certificates got in compliance with UNI EN ISO 9001 and 14001, allowed Grimaldi Group Naples to face the market with a deep competitive advantage as better organised and able to "satisfy" customer's needs and correctly orientate themselves in relation to environmental requirements.

Seen the extensive experience, the President of Grimaldi Group Naples considers worth continuing in this direction. In order to keep his commitment for a constant improvement in Environment and Quality areas he decided to integrate both systems, considering this as a good opportunity for the constant performance improvement.

The implementation of ISO 9001 and 14001 of 2015 edition, represents a very important moment for further consolidation of the adopted Systems. In this perspective, an integrated quality/environment management system can consolidate better the competitive advantage of the group on the market.

Each person, or Company organisational unit, must have a role active and aware to pursue this objective. For this not only has to comprehend and implement the company's policy aimed at achieve it, but also actively support it. Therefore, it has to be always clear that the Company's success depends on the awareness and an aptitude to operate at the "client's service", both external and internal in view of respecting the environment and pollution prevention

The Environment and Quality Policy document is established by the President and is the main document of its integrated system and is distributed to and pursued by all personnel. In the light of what mentioned, Grimaldi Group Naples sets the following objectives:

- To evaluate the Company's context and the risks framework and opportunities offered by Company's resources and the market
- To maintain ships in the best possible way;
- Customer's satisfaction;
- To keep the undertaken commitments;
- To improve continuously quality performance and pollution prevention
- To control all processes that influence the product and the related environmental aspects;
- To comply with all indications and obligations arising from regulations, environmental laws and other commitments undertaken by Grimaldi Group Napoli related to environmental safeguard, for all activities both on board and ashore;
 - To prevent pollution, by reducing – where possible – discharge, waste, and use of resources, by regularly and systematically monitoring the environmental impact of the Group's activities, and by following all instructions aimed at preventing or eliminating pollution itself;
 - To work out targets of continuous improvement of the environmental performances;
 - To use technology that provides the best technical and economic performance with the lowest environmental impact;
 - To assess the environmental aspects of products and activities and adopt management procedures that minimise any significant impact on the environment; the environmental impact of new services or activities will be previously assessed;
 - To train all personnel, at every level, in order to promote and encourage every activities aimed at protecting the environment, through raising awareness and promoting cooperation. This way, the skills and efficiency of personnel both on board and ashore are continuously improved;
 - To avoid or restrict sea pollution in case of an accident, through continuous training to personnel about the instructions and emergency plans established by the Grimaldi Group Naples for its Companies;
 - To raise awareness among suppliers about the environmental management of the activities relevant for the Grimaldi Group Naples, and to induce suppliers to adopt an environmental and quality management system themselves;
 - To communicate with, and involve, all those concerned.
- Adopt all the possible countermeasures and strategies to avoid threats/incidents in terms of cybersecurity

- ensure timely, efficient and transparent communication with the Public Administration, especially in relation to the commitments made with the public service concession award.

To ensure respect of the above-mentioned principles, the following has been arranged

- Appoint the Environmental and Quality Manager (EQM);
- Create an effective system of internal communication, in order to bring personnel up to date, raise awareness and accept suggestions;
- Create a company structure allowing for environmental procedures to be applied in a suitable and effective way;
- Review periodically its environmental objectives and targets.

The Integrated Environment and Quality Management System adopted, understood and shared by all personnel, properly and accurately applied, shows, through documentation, the Grimaldi Group Naples President's ability to ameliorate and keep on environmental and quality preservation requirements as promised. This will contribute to increase Company's profits and will improve Company's world market imagine.

The President undertakes to achieve the targets and the standards of Environment and Quality preservation according to the following principles:

- ☞ increase in value of human resources;
- ☞ involvement and commitment of all personnel through an organization of labour based on team-work;
- ☞ cooperation among working-groups based on transparency, availability, self-control, confidence and mutual respect;
- ☞ recognition of team-work success;
- ☞ Bottom-up and up-down permanent information flow by teams' interconnection;
- ☞ permanent training and personnel qualification;
- ☞ constant improvement in all pursued activities thanks to everyone's determination, learning from mistakes and reducing weaknesses of processes, products and services;
- ☞ periodic revision of objectives and goals;
- ☞ periodic revision of Integrated Environment and Quality Management System;
- ☞ Identification of all potential negative environmental impacts and starting up of a monitoring system aimed at controlling in details the risk of undesired events;
- ☞ Utilisation of working devices and techniques that lead to good results and limited environmental impacts;
- ☞ Constant research on a better way to coexist in the same environment in which one operates;
- ☞ Make aware personnel, suppliers and customers on environment respect;
- ☞ To spread information about environmental risks to all personnel;
- ☞ Constantly inform and update about emergency procedures.

Company groups and functions decide and propose the actions aimed at improving the working environment, preserving the surrounding environment, quality and productivity.

The Senior Management wants to ensure that the Company Policy illustrated in this document and the Integrated Environment and Quality Management System are comprehended, applied and observed at any level of the organization.

Therefore, the Management prescribes that the content of the Integrated Environment and Quality Management System Manual, its procedures and its related instructions are applied to all employees' functions, as per their competence.

The Management strongly undertakes to collect and make available the resources needed to better carry out the Integrated Environment and Quality Management System and is surely able to achieve all goals thanks to the proactive and active cooperation of all employees and collaborators.

Since Grimaldi Group Naples considers the Customer's satisfaction as the highest goal to achieve, it predisposes all necessary elements to implement Integrated Environment and Quality Management System in accordance with UNI EN ISO 9001 and 14001 in 2015 edition. Therefore, it undertakes to provide economic support and sustain the just mentioned principles. The above-mentioned commitment is extended and explained to all personnel and is available to the interested parties.