



Quality policy

A Jifmar Group policy



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Jifmar Group is committed to operational excellence internally and externally. Externally, Jifmar is dedicated to offering tailor-made solutions and services to its customers to satisfy their specific expectations and demands. Internally by implanting a dynamic and safe work environment to its employees. Jifmar Group's success relies on its employees, customers and business partners' satisfaction with the services provided. Ensuring the optimal quality of our services is our main objective.

OPERATIONAL EXCELLENCE

OUR COMMITMENTS:

01. High-quality and efficient services

Ensuring a high-quality and efficient service adapted to the client's needs, from vessel chartering to turnkey solutions, as well as procedures and working methods that meet ISO certification requirements and the highest industry standards.

02. Stakeholders' satisfaction

Jifmar is being very attentive to the needs and expectations of all its stakeholders. Client satisfaction is an objective at each stage of Jifmar projects. To meet client requirements, project teams carefully work with experienced teams and professionals.

03. Continuous improvement

Maintaining continuous improvement of the company's management systems by exploiting operational feedback from projects and feedback from our various customers, as well as analysing the root causes of our incidents and non-conformities. And maintaining a continuous innovation development process.

04. Cost control & added value

Bringing added value to our clients by providing innovative and flexible services, competent and responsive teams, and a cost-control process at every stage of the projects. This is done while considering our CSR commitments, such as the well-being of employees, our environment (the sea, fauna and flora), and our carbon footprint by reducing the carbon emissions resulting from our activities.

05. Regulatory watch

Performing an active regulatory watch allows us to stay continuously up to date with the latest changes and reviews of national and international legislation and industry standards.

DATA QUALITY

For internal and external communication, the transfer and storage of documented information, archiving, and data security are key issues for Jifmar Group. These topics require total control of IT management to guarantee the quality of data and maintain the relevant privacy and continuity of information.

OUR COMMITMENTS:

01. Data quality management

Guaranteeing a reliable and sustainable quality of data by defining a framework of governance, management and training. An effective IT support is provided for daily use and problems solving.

02. Data quality standards

The collecting and processing of data is performed according to international & national standards and regulations. A permanent technological and regulatory watch is in force to ensure permanent compliance.

03. Data sharing

Information sharing is crucial to partnership working. Data sharing process is complying with all relevant legal, compliance and confidentiality standards.

04. Data control & security

Effective validation process for:

- Controlling the information systems as well as their access throughout their life cycles,
- Physically and strategically protecting sensitive systems inherent to the company,
- Protecting the assets (equipment, data...) of the company, employees, customers and partners,
- The permanent vigilance of all the staff to suspicious emails and sites.

Any identified error shall be immediately corrected, and any improvement actions shall be implemented upon.

05. Data continuous improvement

Maintaining the continuous improvement of all the processes and the associated preventive measures in order to continuously improve.

Jean-Michel BERUD, Jifmar Group CEO