

**QUALITY POLICY**

Capital Chios Training Centre (MTC) is committed to:

- Providing controlled and continually improving in-house training services using updated training material, high-technology modern facilities, and properly equipped premises and simulators,
- Appointing suitably qualified and experienced instructors,
- Supporting group companies in the identification of training needs and all related activities aimed at improving the knowledge, competence, and performance of company personnel through training,
- Contributing to the achievement of the group companies' targets in safety at sea, environmental protection, security, and accident prevention through enhanced awareness and training,
- Following relevant national, international, and industry developments as well as customer requirements, and adjusting training accordingly,
- Taking all necessary measures to monitor and achieve training objectives,
- Promoting and encouraging refresher and tailor-made specialized training beyond the minimum statutory requirements, and developing appropriate, relevant training courses.

Through its policy, the Capital Chios Training Centre (MTC) aims to:

- Provide training and develop training courses according to the Capital Group companies' training matrices,
- Monitor optional training, report accordingly to the relevant companies, and coordinate the provision of such training,
- Monitor the implementation of all training activities,

All Company employees are responsible for implementing the company's Quality Policy.

The Company's Management is responsible for monitoring and reviewing the Quality Policy at regular intervals in order to ensure that it remains relevant and effective.

All policies shall be communicated to customers and stakeholders through the company's website.

Date: 01/06/2025

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General Manager

## QUALITY OBJECTIVES

The purpose of this policy is to define meaningful objectives that support improved organizational performance. In establishing new or revised objectives, the Company may consider information generated from sources such as market trends, principal expectations and feedback, management reviews, internal audits, product and process performance, new regulations etc.

In order to be able to measure the company's performance with respect to set objectives a number of measurable targets shall be defined by the Company.

Such targets shall be related to the company's objectives and shall be evaluated and reviewed during Management Review Meetings every 12 months. For the measurement & evaluation of the set targets a number of parameters are to be used.

Through its policy, the Capital Chios Training Centre (MTC) aims to:

- Coordinate with the Ship Personnel Departments to ensure that 50% of mandatory training (as per individual crew matrix) is conducted in-house annually. In cases of non-achievement, equivalent alternative measures shall apply,
- Ensure the development of at least one new seminar/course per quarter,
- Ensure that the average level of trainees' satisfaction is at least "Good" (refer to *Training Evaluation Form*),
- Ensure a minimum passing score of 60% in exams, unless otherwise specified per course.

### Related Procedures

QP07 - Management Review & Continual Improvement

## COMPANY RESOURCES

It is Company's Policy to determine and provide the resources needed to:

- a) Implement and maintain the quality management system and continually improve its effectiveness, and
- b) Enhance customer satisfaction by meeting customer requirements.

In order to establish the effective implementation of the Company's Management System the company is committed:

- to employ personnel competent on the basis of appropriate education, training, skills and experience
- to determine the necessary competence for personnel performing work affecting services quality
- to provide training or take other actions to satisfy personnel training needs
- to evaluate the effectiveness of the actions taken
- to ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the company objectives
- to maintain appropriate records of education, training, skills and experience
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The company also provides and maintains the infrastructure needed to achieve conformity to services' requirements.

Infrastructure includes:

- a) workspace and associated utilities
- b) process equipment (both hardware and software), and
- c) supporting services (such as transport or communication)

Furthermore, the company determines and manage the work environment needed to achieve conformity to product requirements.

### Related Procedure

Management of Resources QP04

## COMPANY SERVICES

The Company's prime service is to provide a wide range of tailor-made high-quality in-house training courses exclusive to the Capital Shipping Group Companies (CAPITAL – EXECUTIVE SHIP MANAGEMENT CORP., CAPITAL SHIP MANAGEMENT CORP., CAPITAL GAS SHIP MANAGEMENT CORP.).

In order to achieve this, Capital Chios Maritime Training Centre MTC has identified the processes necessary for ensuring that the relevant services are continuously and consistently provided at the desired level of quality and:

- Implements a planning process to ensure the development of seminar/courses in accordance with the clients operations and fleet requirements
- Identifies customers, statutory, regulatory and other requirements as defined in the relevant contracts and regulations and reviews such requirements prior to any company commitment. Where service requirements are changed, the company shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements
- Has established an effective communication process internally and with customers, including the continuous presence of a customer's (principal's) representative at the company's premises on a continuous basis.
- Has developed, implements and monitors a documented management system ensuring the control and validation of the services provided

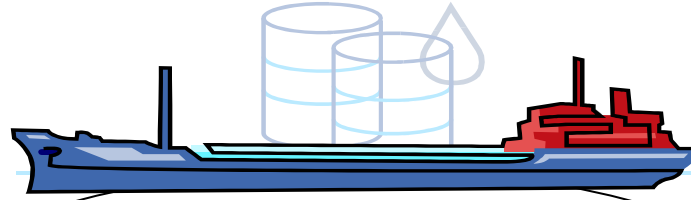
### Related Procedures

Purchasing Procedure QP02

Communications Procedure QP03

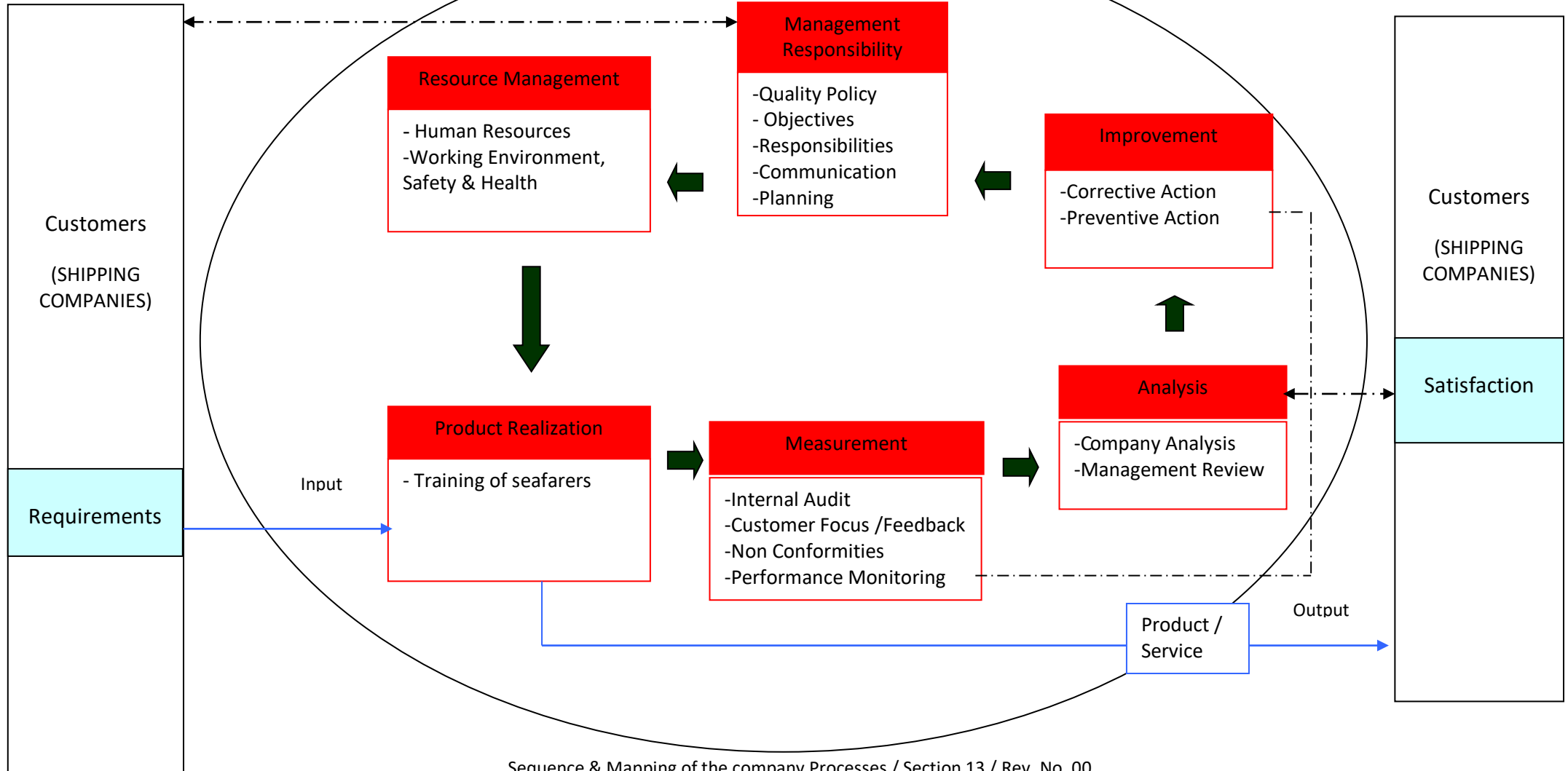
Contract Review & Planning of Training Needs Procedure QP08

## SEQUENCE AND MAPPING OF THE COMPANY PROCESSES



→ Value-adding activities

- - - - - Information flow



## PLANNING OF PRODUCT & SERVICES REALIZATION

The Management recognises that staff can only function effectively if supplied with suitable controlled processes and resources to perform its tasks. Therefore, in planning for product realization, all key processes and resources to be applied are identified and appropriately documented so that the end product is delivered within the company's standards.

Planning activities will cover:

- ensuring that contractual requirements are well understood, documented and that they can be satisfied, prior to actually committing to them
- setting-up of an effective communication system
- understanding and communicating Company's objectives at all operational levels
- identification of key aspects of operations
- preparation of suitable, comprehensive procedures regarding those operations in advance, such procedures to be communicated to all personnel involved
- identification and acquisition of all materials necessary for the achievement of such procedures
- anticipation of operational problems and preparation of emergency plans to ensure an effective and efficient response if necessary
- ensuring that proper documentation (such as procedures, flowcharts, instructions as well as quality records) exists through a document control process
- ensuring that supervision of key operations are assigned to qualified and properly trained personnel

Product realization processes and activities shall be verified and adequately recorded in order to ensure that the resulting service meets specified requirements.

### Related Procedures

QP08 - Contract Review Procedure

QP03 - Communications Procedure

QP09 - Training Services