

## QUALITY POLICY

Onne Multipurpose Terminal (OMT) is committed to serving its customers, agents, and clients to providing a high degree of value and excellent service, thereby always ensuring the highest level of customer, agents and clients satisfaction.

### **Our commitment is to:**

- Continually improve on our organisation quality performance and all quality management processes.
- Ensure that it meets and satisfies the need and requirement of the customer, agents and client.
- Comply with and wherever possible, exceed regulatory requirements and standards.
- Establish, measure and monitor our quality performance by setting objectives and targets.
- Ensure compliance with this policy and its objectives through implementation of the quality management system.
- Provide training, education, awareness resources and encouragement to all its employees to ensure they realise their full potentials in meeting the quality policy.
- Monitor processes that will lead to continual improvement, recognise and prevent non – conformance issues.

All employees, contractors, customers, agents, clients, government agents, and visitors, are expected to take reasonable care to add value and ensure they provide high quality service to customer/client and conduct their activities in a way that is completely in line with the company's quality policy.

**Nicolo Scannavini**

12<sup>th</sup> February 2026



Managing Director