



# **Quality, Security and OH&S Management Policy**

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## Mission

ESS Maritime is a reliable maritime risk management service provider. ESS Maritime's primary goal is to serve the shipping industry and protect vessels, crew, and client's assets against maritime (Somali) threats, making the sea safer for friends, allies, and global commerce.

The most significant efforts to make the sea safer rest with the carriers themselves, and it is their responsibility to implement best practices for thwarting piracy efforts. By implementing private sector responsibilities for maritime security, ESS Maritime considerably reinforces these efforts.

Health & Safety (Operational Health and Safety, OH&S) is a crucial focus for our company. We wish to ensure that we are continually attaining the highest OH&S standards and consistently implemented across all areas of our operations. Our Headquarters Senior Management team led our efforts in Amsterdam. It is filtered down through our trainers to every group and individual working for ESS Maritime, wherever they are in the world. Our Health and Safety Policy aims to effectively deliver a healthy, safe and secure working environment for our Security Operators, personnel and anyone else who might be affected by our work.

For these reasons, we have placed safety at the centre of our mission statement. Our mission statement is as follows:

*To provide **reliable, safe and reputable** risk management and maritime security services to all of our clients.*

As a business objective, ESS Maritime strives to become the leading private maritime security company internationally, particularly in The Netherlands, distinguishing itself as a reliable partner whilst maintaining full compliance with the regulatory requirements. To realise this objective, ESS Maritime continuously strives to:

- Deliver high-quality security services;
- Take all measures necessary to provide safety for personnel and third parties and to prevent material damage;
- Conduct safe execution of transits by continuously analysing threats, anticipating the changing and dynamic operational environment and thus minimising risks in all our operational environments;
- Minimise (environmentally) hazardous situations as much as possible;
- Pay attention to sustainable investments;
- Anticipate industry-related developments in all operational fields.

ESS Maritime aims to establish collaborative and long – term relationships with its Clients to ensure continuity in cooperation, thereby providing ESS Maritime with valuable insights to develop its operational and customised services.



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ESS Maritime pursues business continuity and (healthy) profitability. Quality, safety, environment and respect for human rights have the highest priority in all ESS Maritime operational activities.

ESS Maritime is committed to ensuring that it meets its legal obligations and prevents, detects and eliminates corrupt practices, and cooperates to reduce, capability, professional growth, bribery and corruption opportunities. ESS Maritime requires all personnel always to act honestly and with integrity and to safeguard resources for which they are responsible.

Bribery can pose a threat to our resources and must therefore be a concern to all employees and Security Operators of ESS Maritime. ESS Maritime does not tolerate any form of corruption (including providing and receiving bribes) and takes the most profound view of any attempt to commit corrupt practices by our staff, Security Operators, agents and Clients. Cases of suspected corruption will be appropriately investigated, and appropriate action is taken, including reporting to the proper authorities and disciplinary action. The Management and personnel are obliged to inform all cases of suspected corruption using the so-called ESS&SA whistleblowing procedure.

## **Vision**

To achieve our mission, ESS Maritime embraces all applicable international and domestic legislation, guidelines and industry standards. Respecting human rights is always paramount within our operational standards and procedures. As Ex – Dutch Royal Navy, ESS Maritime Board of Directors possesses industry-relevant background and experience in assessing unpredictable threats to security while continually preventing or eliminating risks that arise from those threats. This background forms the basis upon which our Management has built its Quality, Security and OH&S Management Policy, which enables it to accomplish our company objectives.

ESS Maritime values a professional approach to all its endeavours. In all operational fields, the company works with a highly qualified and unique network of professionals. Our Security Teams are selected through the application of strict criteria. ESS Maritime also maintains close and longstanding relationships with its local agents, while the employees and Security Operators have unparalleled depth and experience in maritime security.

Our **vision** is to be at the forefront of maritime security provision, creating and providing innovative and sustainable risk management solutions.



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## Management System

Our policy requires complete mastery of the maritime security process, including a guarantee to adhere to the management system. Within the management system, all processes are documented, retained and kept up-to-date by an assigned employee. Our management system is subject to continuous improvement, and our employees, Security Operators, and third parties always work to the latest revision of our documentation. In this way, ESS Maritime pursues constant professional growth, integrity, flexibility, loyalty, capability, and forward-thinking of its employees and Security Operators.

The company and its personnel will always comply with applicable national and international legislation, laws, regulations, industry codes imposed on ESS Maritime, and its policy while considering the more specific policies of our clients, third parties, authorities and customers.

The Management provides the necessary resources, information and is always available for consultation. Simultaneously, management will monitor compliance with our policies which are documented in our integrated management system. Specific objectives and associated performance indicators are investigated appropriately out in the annual goals, programmes and the company handbook.

## Security Management Policy

Our security management system's objective is to ensure business continuity and minimise business damage by preventing and minimising the impact of (security) incidents. ESS Maritime recognises the paramount importance of building proper health, safety, and security during the security services' execution (including all preparations) and afterwards and both ashore and at sea.

All threats and risks associated with the performance of maritime security services within the High-Risk Area will be and are identified, analysed and evaluated. Where necessary or required, emergency procedures and contingency plans have been put into place and communicated to the responsible personnel and Security Operators. The company's security management policy also considers other directives and procedures applicable within our organisational structure and the (maritime) security industry.

ESS Maritime will:

- Ensure that the Management, employees and Security Operators comply with the requirements of the Security Management Policy;
- Minimise the risk of damage to company assets, information, reputation and business continuity;
- Define a systematic approach to Risk Assessment by identifying a method that is best suited to our company, the operational environment and legal and regulatory requirements;



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- Determining criteria for accepting the risks and identify acceptable levels of risk;
- Setting policy and objectives for ESS Maritime to reduce risks to acceptable levels.

While carrying out its services, ESS Maritime and its personnel and Security Operators will:

- Be aware of the significant risks and potential threat in their areas of operation, including procedures to report and respond to incidents;
- Focus on the prevention of injury to employees, partners and third parties;
- Always prevent and minimise material damage and environmental damage;
- Aim to achieve Continuous Improvement (CI) of the employees, partners, and third parties' working conditions and welfare.

### **Operational Health and Safety Policy**

ESS Maritime is committed to providing a safe and healthy environment for its Security Operators and personnel and will carry out operations in an environmentally sensitive and responsible manner. ESS Maritime recognises its obligation to demonstrate safety and environmental leadership. Our OH&S policy ensures that, amongst others, all of the Company's Security Operators and personnel are adequately trained and provided with appropriate safety and emergency equipment.

ESS Maritime processes and procedures are not merely designed to meet legal requirements but to effectively deliver a healthy, safe and secure working environment for the employees and anyone else who might be affected by our work. Practically this means that ESS Maritime strives to minimise health and safety risk by providing our Security Operators with enough protective equipment when performing their duties on a vessel. To minimise health and safety risks, all firearms are frequently checked and maintained in accordance with a comprehensive maintenance schedule. Especially in the environment in which Security Operators operate (the high seas) salt might cause the firearms to rust. All security equipment used is checked frequently to maintain high quality, and the Teams carry out maintenance. Furthermore, we will ensure that all Security Operators are sufficiently trained to minimise hazards or change conditions that endanger health, safety or environment. Training includes, but is not limited to, firearms proficiency training and first-aid.

Security Operators will also consider safety and environmental factors in all of their operational decisions because of thorough training: the Operators will seek to achieve no accidents, no incidents, and that no unnecessary pressure is put upon the environment.

Finally, ESS Maritime aims to provide a decent work environment and will ensure that labour rights of all its Security Operators and personnel are maintained by adhering to the standards provided by the International Labour Organisation (ILO). ESS Maritime adheres to the core labour values, such as abolishing child labour,



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eliminating employment discrimination, and removing all forms of forced or compulsory labour. Additionally, ESS Maritime adheres to non-core values as sketched by the ILO. These non-core values include health and safety, working conditions and hourly wages. Adhering to labour rights as described above ESS Maritime complies with a minimum standard of labour for all its Operators and personnel.

## **Customer Quality Policy**

The company is committed to providing high-quality products, effective project management and outstanding customer service.

ESS Maritime operates per the standards published by the International Standardization Organisation (ISO) about quality management and quality assurance by demonstrating its ability to consistently provide services that meet customer and applicable statutory and regulatory requirements. Our quality policy formulated by the management must be understood and followed at all levels and by all employees. The quality system is regularly audited and evaluated for conformity and effectiveness.

ESS Maritime sees quality as a foremost contributing factor to continuity and profitability. Therefore, the quality policy aims to realise high-quality security services that meet all applicable legal standards and continue to meet the demands and expectations of our customers in the most efficient way possible. The quality policy calls for a systematic improvement of the organisation, its activities and the quality awareness of personnel and third parties.

The management believes that the pursuance of the security policy will lead to a high level of quality of services, which will ensure that we can become a permanent business partner to a client. Due to its horizontal internal company structure and short communication lines, ESS Maritime believes it can deliver beyond customer expectations and needs and in full compliance with the regulatory requirements and industry guidelines.

Annually, ESS Maritime formulates policy implementation objectives, these are quantified and can be found in the report of the annual assessment of the management system by the management. The Company also keeps track of a significant number of KPIs that ensure that the business remains on track and signal issues so that these may need to be dealt with as soon as possible.

Our policy is reviewed annually and can be adjusted in, for example, the event of a company takeover, merger, or any other changes to the business activities of ESS Maritime that might influence business continuity or lead to change within the domain of security and quality management.



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By means of registration with the Dutch Chamber of Commerce and via our website, ESS Maritime provides openness, transparency and accessibility of the security management system.

## **Privacy Policy**

At ESS Maritime safety and security is upfront at all that we do. We deliver security in an easy and accessible way. Understanding how and why personal information should be just as easy and accessible. Our Privacy Policy provides transparent information on who and why we collect, use and (occasionally) distribute your data. In summary, we guarantee personal data is protected for misuse, unauthorised access and abuse in line with the new EU General Data Protection Regulations (GDPR).

Managing Director,

Mr Quincy Liesdek

