

QUALITY POLICY

PURPOSE

This Policy is an official statement on InterCruises' commitment to comply with ISO 9001 standards and to endeavour to maintain a continual and measurable improvement to our quality management system.

SCOPE OF APPLICATION

This Policy applies to InterCruises and any contractor performing work on behalf of InterCruises, covering InterCruises' business activities and operations globally. Responsibility for ensuring that InterCruises complies with this policy and any other from the TUI Group, starts with the Managing Director and continues throughout the business.

COMPANY VISION

To be the world's leading provider of shoreside & port services.

COMMITMENTS

InterCruises commits to:

- Continually strive for service excellence, setting industry benchmarks to ensure we always exceed expectations
- Tailor our offerings to fulfil our clients' needs, regularly going above and beyond the call of duty to enhance client satisfaction
- Implement quality assurance initiatives to ensure that clients constantly receive the same service excellence and that all staff consistently operate to the same high standards
- Drive a continuous improvement mind-set to succeed as a business, ensuring increased profitability and year on year growth, while upholding the standards and value of our offering to our clients
- Promote the use of risk-based thinking as a process approach methodology
- Establish partnerships with suppliers and interested parties to provide an improved service
- Create and develop a good working environment for our employees
- Promote the necessary competences to encourage our teams to integrate quality management into the way we work
- Provide and maintain resources to achieve quality management system and company objectives