

ID 5.2-1

Quality Policy

ISSUED BY
Management System

APPROVED BY
General Manager

REVISION
Rev. 0, 09.10.2026

ISCOTRANS Middle East Marine Shipment Service LLC provides project logistics, heavy lift, breakbulk, chartering and freight forwarding services to EPC contractors and energy operators in the UAE and the Gulf. Our clients judge us on three results: cargo delivered on time, undamaged and with complete documents.

To deliver those results consistently, Management has decided to operate a quality management system structured in line with the principles of ISO 9001:2015, and declares that it will:

- understand each client's requirements in full before quoting, confirm them in writing and verify that they are met at every stage;
- engineer every project-cargo move before it starts: route and port surveys, lift plans, stowage and sea-fastening;
- assign one accountable project manager to each project, working to a written execution plan with owners and dates;
- select, qualify and periodically assess subcontractors, agents and carriers on capability, reliability and performance;
- keep clients informed with timely, accurate progress reports, and tell them promptly when something goes wrong;
- measure client satisfaction after each project and use the feedback to improve the service;
- record every non-conformity and complaint, identify its root cause and take action to prevent recurrence;
- provide the competent people, equipment and information needed to meet these commitments;
- comply with all applicable legal and contractual requirements;
- set measurable quality objectives, review them at least once a year and pursue continual improvement.

Management ensures, through reviews and internal checks, that this policy is understood, applied and maintained at every level of the organisation. Responsibility for quality concerns the whole organisation, from Management to every employee, each according to their role and competence.

Abu Dhabi, 09.10.2026

Mauro Sortino
General Manager
ISCOTRANS Middle East Marine Shipment Service LLC