

Quality objectives and commitments

The quality plan for 2026 approved by the IO and COV management on
20.01.2026

The basic quality objective involves the performance of the inspection or certification service in compliance with the internal guidelines and instructions and the provision of error-free technical decisions pertaining to the subject of the inspection. Inspection quality is predominantly dependent upon the competency of the inspector and the resources provided for the performance of the inspection. The achievement of the objectives of an error-free inspection can therefore be evaluated based on any deficiencies that have occurred.

The classification of deficiencies

Deficiencies are classified as follows:

Deficiency Group A: this involves serious deficiencies involving the quality of the work arising from a gross breach of the organisation's management system, serious human error or gross negligence in relation to any work obligations.

Deficiency Group B: this involves the provision of poor-quality services by a worker that cannot, however, be fully eliminated and where error limit values or required parameters have been set, the fulfilment of which can be considered to mean that the performed work is of sufficient quality.

Work quality deficiencies are classified as follows for the individual areas of activity:

1. The technical level of the inspection/certification

Deficiency Group A:

- the confirmation of technical data or any other information by an inspector without credible verification,
- the deliberate confirmation of any untruthful information by an inspector,
- the failure to adhere to any inspection procedures that result in a gross oversight,
- the failure to adhere to the binding deadlines for the performance of an inspection/certification and the submission of the report.

Deficiency Group B:

- incorrect supervision according to the approved documentation without any significant consequences for the technical evaluation of the results of the inspection,
- the incorrect technical evaluation of a product,
- the incorrect approval of the documentation according to the Instructions of CS Lloyd and the Regulations of the Ministry of Transport of the Czech Republic, the occurrence of any incommensurate requirements for vessels,
- a late response to the realisation of the supervision according to the customer's order,
- the late issue of the inspection report (within 5 business days of the inspection), a call is received from the customer for the report to be issued,
- an error in the inspection documents and reports,
- the customer sends a notice with regard to any inadequacies in the report – the contents, form,
- a justified claim lodged by the customer,
- a loss of documentation,
- the failure to adhere to the time limits for jobs,
- a slow response to any comments pertaining to the inspector's work.

2. Administrative processing

2.1. On the part of the administrative employees

Deficiency group A:

- failure to adhere to any payment dates that can be subject to penalties,

- failure to adhere to the deadlines for the submission of the required reports and disclosures to the state authorities,
- failure to adhere to the internal audit plan.

Deficiency group B:

- incorrect invoicing (failure to invoice, an invoice issued more than 7 days after the receipt of the invoicing report, incorrectly issued invoices),
- an incorrectly issued offer,
- the issue of an offer more than 5 days after the receipt of the materials,
- implausible statistical information submitted to the management (a mistake in the profit and loss statement or the balance sheet, errors in the reporting of hours in the activity report),
- deficiencies in any lease agreements and contracts with service providers,
- deficiencies in the quality system records.

2.2. On the part of the inspectors

Deficiency group A:

- the failure to ensure the requirements arising from the accreditation conditions,
- the failure to secure the inspector's personal development - education plan.

Deficiency group B:

- the punctuality and accuracy of the invoicing report (within 3 days of closing),
- inaccurately completed material used to evaluate the effectiveness of the jobs,
- a slow response to any comments on the inspectors' administrative work,
- the failure to adhere to the procedures for securing payment,
- the failure to adhere to the deadline to report activities and any discrepancies in the information contained in activities report and any other statements, i.e. the invoicing report,
- any missing or incomplete information stored in the documentation on the servers,
- any discrepancies in the quality system records.

3. The quality objectives

The following quality objectives have been set for 2026:

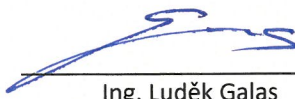
1. The level of occurrence for Deficiency Group A must be 0. Immediate corrective measures must be adopted, if any such deficiencies arise – if this involves any discrepancies on the part of the inspector, his/her activities must be investigated along with the possibility of disciplinary action.
2. A level of occurrence of up to 5% of the total number of cases (jobs) for Discrepancy Group B will be considered acceptable. If more such discrepancies occur, the causes must be analysed and corrective measures must be adopted in order to reduce the numbers of these occurrences. These discrepancies will be assessed quarterly.

4. The evaluation of the work quality

The Operations Manager will evaluate the fulfilment of the work quality criteria. The company's employees are obliged to inform the Operations Manager in the case of any claims or complaints received from the customers or any other involved parties. The quarterly evaluation will be performed at the operative meetings as of the appropriate end of the quarter.

Accreditation audits will be considered to be acceptable, as long as they do not find any serious deficiencies. Internal audits will be considered to be acceptable, as long as the accreditation audits do not find any areas with serious deficiencies which have not been negatively assessed within the framework of the internal audit.

In Prague on 20.01.2026



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