

QUALITY POLICY

SILVERBACK

OUR COMPANY

SILVERBACK is a company specialized in maintenance and supply services for maritime safety equipment, including:

- Fire extinguishing and detection systems
- Portable fire extinguishers
- Life rafts
- Lifeboats and davits
- Lifejackets and immersion suits
- Self-Contained Breathing Apparatus (SCBA)

We operate with the highest certifications from the main classification societies: **Bureau Veritas (BV)**, **American Bureau of Shipping (ABS)**, **RINA** and **Lloyd's Register (LR)**.

OUR QUALITY STATEMENT

SILVERBACK's Quality Policy expresses our firm conviction to achieve the highest degree of customer satisfaction, providing them with the best quality of service, compliance with their requirements and the expectations of all interested parties.

Aware of the need to advance and promote the continuous improvement process, SILVERBACK has developed and implemented a Quality Management System certified according to the international standard ISO 9001:2015, to take advantage of the competitive and management benefits that its implementation provides.

SILVERBACK's permanent objective is to promote a culture of continuous improvement that promotes the business excellence model, which is deployed through specific objectives that Management establishes and reviews periodically.

OUR COMMITMENTS

SILVERBACK's Quality Management Policy is based on the following commitments:

1. LEGAL AND REGULATORY COMPLIANCE

We are committed to strict compliance with all legislation and regulations applicable to our activities and services, as well as the requirements established by classification societies and maritime authorities.

2. CONTINUOUS PERSONNEL TRAINING

We maintain a permanent training program for our technical staff to guarantee the quality of their work and the ability to face the challenges of a constantly changing and globalizing market, instilling awareness of the importance of carrying out activities responsibly.

3. COMMITMENT TO CONTINUOUS IMPROVEMENT

All SILVERBACK personnel assume the commitment to continuously improve the quality of the company's services and processes, constantly seeking operational excellence.

4. CUSTOMER ORIENTATION

We prioritize customer satisfaction as the central axis of all our activities, meeting their requirements and exceeding their expectations in every service provided.

5. EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM

We ensure that our Quality Management System is appropriate, adequate and effective for achieving established objectives, reviewing it periodically for continuous improvement.

6. TECHNICAL SPECIALIZATION

We distinguish ourselves by our specialization in lifeboats and davits, maintaining the highest technical competencies and multi-brand certifications to offer excellence services.

OUR VALUES

- **RELIABILITY**

We fulfill our commitments with rigor and professionalism

- **TECHNICAL EXCELLENCE**

We maintain the highest quality standards in our services

- **CONTINUOUS IMPROVEMENT**

We constantly seek perfection in our processes

- **SAFETY**

We guarantee maritime safety with certified equipment

- **COMMITMENT**

With our customers, personnel and interested parties

OUR 2025 RESULTS

✓ **ISO 9001:2015 CERTIFICATION IN FORCE**

✓ **92.3% CUSTOMER SATISFACTION**

✓ **100% SERVICE CONFORMITY**

✓ **0 FORMAL COMPLAINTS**

✓ **4 ACTIVE CLASSIFICATION SOCIETIES (BV, ABS, RINA, LR)**

✓ **157 SERVICES EXECUTED (January-November 2025)**

✓ **CONSOLIDATED SPECIALIZATION IN LIFEBOATS AND DAVITS**

COMMUNICATION AND AVAILABILITY

This Quality Policy is communicated to all SILVERBACK personnel and is available to all interested parties: customers, suppliers, collaborators and authorities.

It is periodically reviewed by Management to ensure its continued suitability for the organization's purposes.

Juan Bas White

General Manager

SILVERBACK

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SILVERBACK

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ISO 9001:2015 CERTIFIED