

Quality Management System Policy

The **Administration of State Supervision of Shipping in Turkmenistan**, under the State Service of Maritime and River Transportation of Turkmenistan (hereinafter referred to as the Administration), is the authorized state body exercising state control over shipping in the Turkmen sector of the Caspian Sea

The mission of the Administration is to create a stable and safe environment for the development of maritime activities that ensures a balance of interests between the state, shipowners, and seafarers. The organization strives to achieve impeccable quality in public administration to guarantee the safety of human life at sea and the environmental sustainability of sea lanes.

Strategic Goal – ensuring the sustainable development of the state's maritime potential through the improvement of the state supervision system, which guarantees the unconditional fulfillment of international obligations in the field of maritime safety, protection of the marine environment, and the improvement of the national system for the certification of seafarers.

In its vision, the Administration strives to ensure high standards of maritime safety and marine environment protection through the implementation of International Maritime Organization (IMO) instruments. To achieve the above-mentioned goals, the Administration has implemented a Quality Management System (hereinafter - QMS) in accordance with the requirements of the international standard ISO 9001:2015 in the field of "Management and Implementation of Technical Control in Shipping". This includes the following processes: "State Registration of Marine Vessels", "Certification of Seafarers and Issuance of Seafarer's Identity Documents", "Port State Control (PSC)", "Flag State Control (FSC)", "Vessel Traffic Services (VTS) management". The boundaries of the system cover the full cycle of work from the receipt of applications to the issuance and registration of documents, including the conduct of inspections on ships and in water areas within the scope of supervisory powers.

The senior management of the Administration, recognizing its responsibility to all stakeholders, undertakes the following obligations:

- ✓ to implement and comply with the requirements of international IMO conventions, national legislation, and regulations in the field of maritime activities;
- ✓ to maintain a high level of competence among inspectors and administrative staff through regular professional development and qualification upgrades;
- ✓ to implement automated control systems and electronic registries to ensure data reliability, efficiency, and transparency in the delivery of public services;
- ✓ to provide the necessary resources for the effective functioning and development of the QMS;
- ✓ To foster the responsibility of every employee for the quality of their job performance and their involvement in the improvement process;
- ✓ to ensure transparency and accessibility of information regarding the Administration's activities for both national and international stakeholders;
- ✓ to systematically conduct internal audits to identify and eliminate non-conformities within the QMS, as well as to increase the effectiveness of state supervision;
- ✓ to identify, assess, and, where possible, minimize risks in the activities of the Administration;
- ✓ to plan and allocate the resources necessary to achieve the set goals of the QMS;
- ✓ to improve the system for quality control of the services provided, internal information exchange within the Administration, and interaction with stakeholders;
- ✓ to fulfill the aforementioned obligations.

Compliance with this Policy is the duty of every employee of the Administration. The management of the Administration is responsible for implementing this Policy and undertakes to communicate it to all employees of the Administration and other stakeholders.

Head of the Administration

O. Begnazarov

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