

Promarinha promotes continuous improvement of its process of recruitment, selection, placement and management of crew services. The company also assures the technical competence of its professionals and their adherence to the latest methodologies, fostering quality of service and overall levels of satisfaction among both clients and on-board professionals alike through such resources.

Promarinha, S.A has implemented a quality management system with the following primary objectives:

1. Ensure that the provided services meet the needs of clients, assigned professionals and vessels;
2. Ensure timely response to requests from both clients and vessels with appropriate human resources;
3. Ensure continuous improvement of processes and effectiveness of the Quality Management System, e.g., quality of services provided and client satisfaction;
4. Promote the involvement of all employees, focusing on their training and motivation;
5. Ensure that the requirements set forth in standard NP EN ISO 9001 and legislation applicable to the sector are fulfilled.
6. Promarinha does not use resources, mechanisms or lists intended to exclude or prevent sailors from obtaining employment for which they are qualified.
7. Promarinha assures the protection of personal data of all people that are engaged directly or indirectly with our company.
8. Promarinha provides seafarers to companies that comply with applicable laws/regulations or collective agreements that comply with requirements of the Maritime Labour Convention.
9. Implement procedures in order to ensure that seafarers are not subject to abuse with respect to offers of employment on private vessels or through private companies.
10. Implement procedures to avoid opportunities for exploitation of seafarers based upon on-board monetary advances or any other financial transaction between the company and seafarers who are subject to RPS (Recruitment Placement Services).

Each representative and employee of the company must acknowledge that he/she has assumed obligations on his/her own behalf towards his/her colleagues and the company with respect to quality certification.