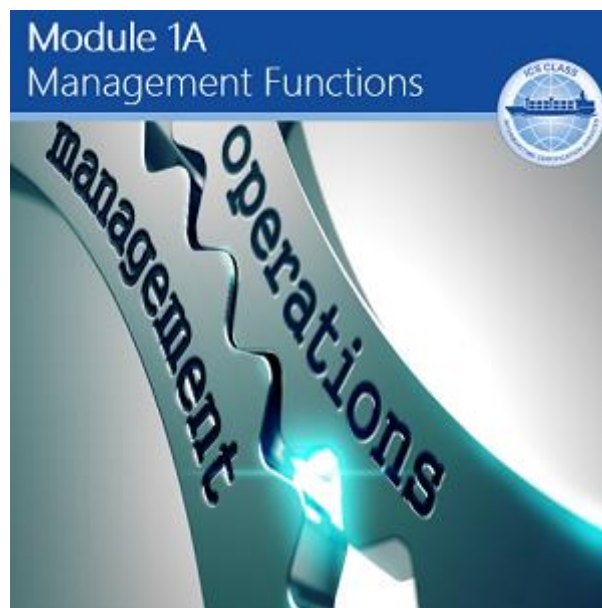




Intermaritime Certification Services

ICS Class

This training/examination module is covering the following item:



1A: Management Functions

In compliance with the IMO resolution MSC.349(92) and MEPC.237(65),
RO Code, Appendix 2.

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Module 1A





1. GENERAL

1.1. LEARNING AND COMPETENCE OBJECTIVES

The participant having completed the module will be able to:

- Understand the Quality Manual System developed and implemented by ICS Class to organize, manage and control the performance of survey and certification functions in order to verify compliance with requirements relevant to the tasks delegated to the Surveyors and Auditors authorized
- Perform the survey and certification services in conformity with the correct procedures and instructions with the different types of ships and types of work according to the flag State requirements, RO's rules and regulations and international conventions and codes.

1.2. SCOPE OF TRAINING

Provide a general knowledge and understanding of the functioning of the QMS of ICS Class as required in Resolution MEPC.237(65) – Code for Recognized Organization, through the procedures and work instructions to perform the surveys and certification services with the acceptance criteria established and according with the Rules, Technical Regulations, Customer Requirements and applicable statutory and regulatory requirements from Flag States Administrations.

1.3. EVALUATION CRITERIA AND PASS REQUIREMENTS

The methods of assessment will be to choose the best answer from a selection of alternatives.

In the method of objective evaluation, only be accepted one correct answer as valid and never more than one selection within the same question since they will be automatically considered incorrect. The participants approve the course with a score equal to or greater than 70% of the total value of the assessment. All evaluations will be based on a Total Score of 100.



2. PRESENTATION

2.1. INTRODUCTION OF THE ORGANIZATION

INTERMARITIME CERTIFICATION SERVICES, known as ICS Class, is a Recognized Organization (RO), Recognized Security Organization (RSO) and Classification Society (CS) officially established in 2005 at Panama, Republic of Panama, for a group of experienced collaborators to provide statutory certification and services as RO, RSO and CS with the commitment to quality, safety and pollution prevention.

ICS Class is a member of Inter maritime Group (IM Group), which also is formed by the following companies:

- Inter maritime Legal Services (ILS), dedicated to the legal registration of ships and related activities.
- Panama Maritime Training Services (PMTS), dedicated to the maritime training services for seafarers.
- Safety Inspection Services (SIS), dedicated to Annual Safety Inspections (ASI) of Panamanian ships.
- IC Surveys, dedicated to marine surveys (bunker surveys, on/off hire, vessel condition, survey for insurance companies, structural failure, hull damage, total loss, grounding, wreck removal, maritime claims, cargo contaminations, risk inspection, accident investigation, cargo damage, warrants supervision, etc.

ICS Class ensures an adequate geographical coverage and local representation through the following sites:

- ICS China located at Dalian, China.
- ICS Paraguay located at Asunción, Paraguay
- A global network of more than seventy (80) surveyors/auditors strategically located at the main ports worldwide.

ICS Class has developed and implemented a Quality Management System in compliance of the requirements established in the standard ISO 9001:2015, Quality Management System -Requirements and the IMO Resolutions MSC.349 (92) and MEPC.237 (65) "Code for Recognized Organizations"

2.2.RECOGNITIONS

ICS Class has a permanent authorization under the requirements of the Maritime Safety Administration of the People`s Republic of China (MSA-China) – To act in China territory as Class/RO/RSO.

Additionally, ICS Class is member of:

- International Association of Recognized Organizations (IARO) since June 22nd 2008,
Pan-American Institute of Naval Engineering (IPIN) since July 08th 2012;
and
- International Association of Technical Survey and Classification Institutions (TSCI) since May 20th 2015.



2.3.AUTHORIZATIONS FOR FLAG STATES ADMINISTRATIONS

ICS Class is authorized and recognized to impart class and statutory certifications on behalf of the following maritime administrations:

- **Panama Maritime Authority**

ICS Class is authorized by the Panama Maritime Authority since 2006. The company has provided with Statutory and Class certifications for Panama Vessels for more than a decade. The Panama Maritime Authority was established in 1917 as an open ship registry. With more than 100 years of experience is the largest in the world, currently managing a fleet of more than 8,000 vessels.

- **International Merchant Marine Registry of Belize (IMMARBE)**

ICS Class is recognized by IMMARBE for statutory and certification of ships under the Government of Belize. Belize has been a member state of the International Maritime Organization (IMO) since 1990. IMMARBE was established to manage the fleet under this flag.

- **Directorate General of Merchant Marine Honduras**

ICS Class is duly approved to provide statutory surveys and certification of ships by the DGMM Honduras. DGGM of Honduras is an open registry and was established in 1940. The DGGM stands for shipping safety and the marine environment.

Other flag States that have approved ICS Class:

- **Zanzibar, Tanzania:** Class and Statutory Certifications
- **Paraguay:** Class and Statutory Certifications
- **Ecuador:** Class Certifications
- **Moldova:** Class and Statutory Certifications
- **Vanuatu:** Class and Statutory Certifications
- **Dominica:** Class and Statutory Certifications



3. QUALITY MANAGEMENT SYSTEM (QMS)

3.1. AUDITS, INSPECTIONS AND SURVEYS

Inspections, surveys and audits have, to a degree, a parallel with the management cultures of blame, compliance and of self-regulation. Inspections are used, particularly in manufacturing, to ensure that the end product meets a defined specification. Failure to pass inspection results in rejection. It is, in general terms, a static and reactive approach to ensuring quality.

A survey, on the other hand, tends to incorporate a view of an object's ability to meet certain standards, not just at the time of survey but on into the future (for the defined survey period at the very least). As such, it is a more pro-active approach to ensuring continued compliance with regulations.

Auditing tends to take into account the human factor and the dynamics of management to as much greater extent. The International Standards Organization (in ISO 10011 - Guidelines for Auditing Quality Systems) defines a (quality) audit as 'a systematic and independent examination to determine whether quality activities and related results comply with planned arrangements' and 'whether these activities are implemented effectively and are suitable to achieve the stated objectives.'

IRCA, the International Register of Certificated Auditors, part of the London-based Institute of Quality Assurance, defines the following types of audit:

- First party (internal) audits performed within an organization by that organization's auditing organization;
- Second party audits where, for example, an organization audits a supplier or contractor;
- Third party audits undertaken by an independent certification body (such as the flag state administration in the case of the ISM Code).

3.2. QUALITY SYSTEMS

Quality systems evolved as it became increasingly apparent that output inspection was not achieving the desired result. For a start it depends too much on identifying and rejecting faulty products or components or services. This is inherently wasteful and the aim of the quality systems approach, frequently referred to as quality assurance, was to prevent the production of faulty products, services or components. The development of this philosophy to increase the degree of involvement of all staff in achieving improved quality, moves the business in the direction of total quality management.

The other essential dimension of quality management is the recognition of the customer and the customer's expectations. This is perhaps best encapsulated by the expression 'The customer does not depend upon us, it is we who depend upon the customer.'

Thus, a quality management system (QMS) is required to demonstrate that a company has implemented procedures which enable it to:

- Improve customer satisfaction - an important consideration for shipping companies as the perceived quality and safety of the shipping industry deteriorated;
- Eliminate errors;
- Reduce operating costs - by the elimination of errors and through improved efficiency, sometimes a difficult concept for short term, bottom line oriented management contemplating the cost of implementation;
- Increased motivation and commitment from employees - a benefit which requires skilled management (both sympathetic and determined) and an understanding of how to manage change; and
- Increased profitability and competitiveness.

The most commonly used standards for a quality system are contained within the ISO 9000 series:

- ISO 9002: covers all the standards common to businesses that manufacture products or provide and deliver services.
- ISO 9001: extends the standard to cover the design process.
- ISO 9003: focuses on the areas of inspection and testing.

At the core of all quality and safety management systems is the need for documentation. The challenge is to design documentation which facilitates the system rather than producing an additional and de-motivating paper-chase for those staff involved at the delivery (to customers) end of the business. It is generally agreed that there should be four tiers of documentation:

- **Tier 1** The Quality Manual which includes the company's quality policy describes the organization, procedures and practices of the company.
- **Tier 2** Procedures which describe what is done and by whom and how, when, where and why an activity is to be carried out. In other words how the business process is controlled. It is at this level that the standards of quality (or safety) which the company aims to achieve are established.
- **Tier 3** Job instructions which direct a person in a single activity and are subordinate documents to Procedures.
- **Tier 4** Forms and records which, amongst other documents, should include the record of internal audits and the status of any non-conformities.

All of the above are controlled documents which must be formally issued, under Signature, by the correct issuing authority within the company and withdrawn and destroyed when no longer relevant or when updated. Good quality systems are designed to keep this task as manageable as possible which is another way of saying that the amount of documentation should be kept as low as possible.

3.3.UNDERTAKING AUDITS

Audits, especially those related to ISO 9000 or the ISM Code, have a well-established procedure which is designed to take into account the objective of continual improvement. Thus, quality (and safety) management audits are an ongoing process, incorporating both the company's own internal audits (as required under section 12.1. of the ISM Code) and formal third party audits by the relevant administrations.

As with all activities, and especially those that depend upon the co-operation of others, the auditee, careful planning is essential. The essential steps of an audit are outlined below, more detailed advice and guidance is contained within the recommended references.

Establishing the Objectives of the Audit

This can be described in the terms of both the depth and scope of an audit. A relatively superficial or 'shallow' audit may be appropriate in order to get the feel of whether the quality or safety management system is operating effectively. Alternatively, a 'deep' audit looks more comprehensively at the details of 'adherence' or 'compliance'.

The scope of the audit defines those activities or part of an organization which are to be audited; it is not unusual in internal audits, for example, for one department to audit another as part of the process of continual improvement or for a specific activity, such as contingency planning, to be audited.

Planning and Scheduling

Especially in the confined windows of opportunity offered by a vessel in port, scheduling the audit in conjunction with the master is essential. The objective is to audit the operation rather than just the documentation but this places obvious strains on the auditees. Whenever possible, it is beneficial to identify, obtain and review as much documentation as possible relevant to the audit, prior to involving the ship's or office staff in the audit of the operation.

Preparation of Checklists

This can be a contentious issue since a management audit is very different from an inspection, and, to a degree, a survey. It cannot be carried out by checklist, but there is no doubt that a good checklist provides an invaluable aide memoire and can improve the efficiency, continuity and depth of the audit process.

Performance of the Audit

This falls into five distinct phases:

1. The entry meeting.
2. The audit.
3. Evaluation of results.
4. The exit meeting.
5. The audit report.

The purpose of the entry meeting is to:

- introduce the auditor/audit team to the representatives of the auditees;
- reconfirm the purpose and scope of the audit;
- provide a short summary of the audit procedures and methods;
- finalize the time scale and arrange for escorts to accompany the audit team;
- discuss the method by which any non-conformities (qv) will be addressed;
- agree a provisional time for the exit meeting.

The audit focuses on obtaining objective evidence not only that procedures are being followed but that there is evidence of a genuine endeavor to improve the existing standards. Quality and safety management systems should be dynamic rather than static. Open questions should be used as much as possible so that 'Has this lifeboat been maintained?' becomes 'Describe how this lifeboat is maintained' or a passage is planned or contingency plan exercised.

When a procedure is not being followed, or followed incorrectly, a non-conformity occurs. Non-conformances are classed as follows:

Category 1 or Major Non-conformance

- An element of the system standard which is not addressed.
- An activity which is in direct contravention of the standard.
- An activity which is in direct contravention of a procedure and will have a consequential effect on quality or safety (as defined by the appropriate code).

Category 2 or Minor Non-conformance

- An isolated incidence of a non-conformance with a system or procedural requirement which has no direct consequential effect on quality of safety.
- Trends of minor non-conformances, such as three incidences of the same deficiency, which could lead to a major non-conformance.

Category 3 or Observations

- Comments on the quality or safety management system with a view to improvement.

Immediately after the audit and prior to the exit meeting, the auditor or audit team must evaluate the evidence generated during the audit. The objective evidence related to any non-conformances must be rigorously tested.

At the exit meeting the lead auditor presents an overview of the audit and then any non-conformances being presented in the form of a corrective action request (CAR). The auditee should acknowledge, though not necessarily accept, the CAR by signing it. The objective is for the auditee to formally return the CAR, containing the following information, before the audit report is finalized (usually within two working weeks):

- The corrective action which is to be taken to correct the deficiency; and
- The corrective action which is to be taken to prevent a recurrence of the deficiency.

The audit report should incorporate the feedback from the auditee on the action taken with regard to CARs and will, in due course, be the starting point for the preparation of the next audit plan.

ICS Class based on the provisions of the RO Code and Standard ISO 9001:2015, develop and implement a quality management system, with the objective of demonstrate the organization 's capacity for the provision of statutory certification and services under mandatory IMO instruments and its national legislation, to consistently provide the services that meet customer 's requirements and enhance the customer satisfaction.

Nowadays ICS Class is certified by Bureau Veritas to impart Class & Statutory Certifications on behalf of flag states under mandatory rules and regulations from IMO instruments and national legislations, under Standard ISO 9001:2015. (Ref. Fig. 1 – BV Certification)



The QMS of ICS Class was planned, developed, checked and improved according with the risk-based thinking to ensure that its processes are adequately resourced and managed, and that the opportunities for improvement are determined and acted on.

3.4.SCOPE OF QMS

To determine the boundaries and applicability of the QMS, the Top Management of ICS Class consider:

- The external and internal issues (Context of Organization): External and Internal issues can change, and therefore, they should be monitored and reviewed, due to their impact in the organization 's ability to achieve the intended results of its QMS.
- The requirements of relevant interested parties: According with the statutory certification and services provide by the organization, the interested parties are defined as follows: Employees, Customers, External Service Providers and Maritime Administrations.
- The statutory certification and services to be provide.

Aligned with the Mission of the organization, ICS Class has defined the following scope of the QMS as follows:

Statutory / Class Certification and Services on behalf of Flag States under mandatory Rules and Regulations, IMO instruments and National Legislation

All the requirements of Standard ISO 9001 and RO Code, are applicable to ICS.

3.5.QUALITY MANAGEMENT SYSTEM AND ITS PROCESS

During the planning of the QMS, the organization determined the processes needed for it QMS, that includes not only the process for the service provision, but also the processes that are needed for the effective implementation of the system, which includes internal audit, management review, and processes that are performed by external providers among others.

The process are interrelated and have a sequence and interaction, where links the inputs and outputs of the previous and subsequent process.

An effective control and continuous improvement of these processes, will be a positive impact in the statutory certification and services and will be focus on risk-based controls and the PDCA Cycle (PLAN – DO – CHECK – ACT), to raise and achieve a higher performance, make more efficient use of resources and opportunities and to prevent unwanted results. (Ref. Fig. 2 - QMS and PDCA cycle)

The following processes have been determined for the QMS (Ref. Fig.3 - Map of Processes), to meet the objectives and policies and to produce the intended results:

A. Strategic Processes: Includes processes relating to strategic planning, establishing policies, setting objectives, monitoring and measuring of the processes, improvement of performance.

- **Planning and Strategic Management – PE01**

Responsible: General Manager

Objective: Plan the QMS considering the internal and external issues, and as resulting of this planning, establish the organization goals and priorities, the actions needed to achieve those goals and all the other critical element developed during the planning exercise, including the strategic objectives, changes in the QMS and create value for the organization and interested parties.

- **Training and Qualification of Technical Staff – PE02**

Responsible: Principal Surveyor

Objective: Provide to the Quality Management System the necessary surveyors/auditors engaged in class/statutory certification and services of existing ships carried out on behalf of the appropriate flag State Administrations, in compliance with the requirements of the rules and regulations, international conventions and codes taking into account the Harmonized System of Survey and Certification (HSSC), IMO Resolution A.1104 (29), as amended, and National legislation.

- **Performance Evaluation – PE03**

Responsible: Quality Representative

Objective: Determine the criteria and methods needed to ensure effective operation and control (Performance Indicators) of the QMS for its effectiveness evaluation and continual improvement

- **Continual Improvement – PE04**

Responsible: General Manager

Objective: Ensure that the organization achieve its intended results by promoting improvement and engaging, directing and supporting the processes for the effectiveness of the QMS.

B. Operational Processes: These include all processes that provide the desired outcomes of the organization during the provision of Statutory Services and Certification

- **Design and Development of Rules and Services – PO01**

Responsible: Principal Surveyor

Objective: Establish, implement and maintain new statutory and certification services to ensure their correct provision to customers and maritime industry, as well as improve the existent services according with the requirements of interested parties.



- **Statutory and Certification Services – P002**
Responsible: Principal Surveyor
Objective: Ensure the provision of the Training and Assessment Services in accordance with the scope, boundaries and applicability of the QMS of the Organization.

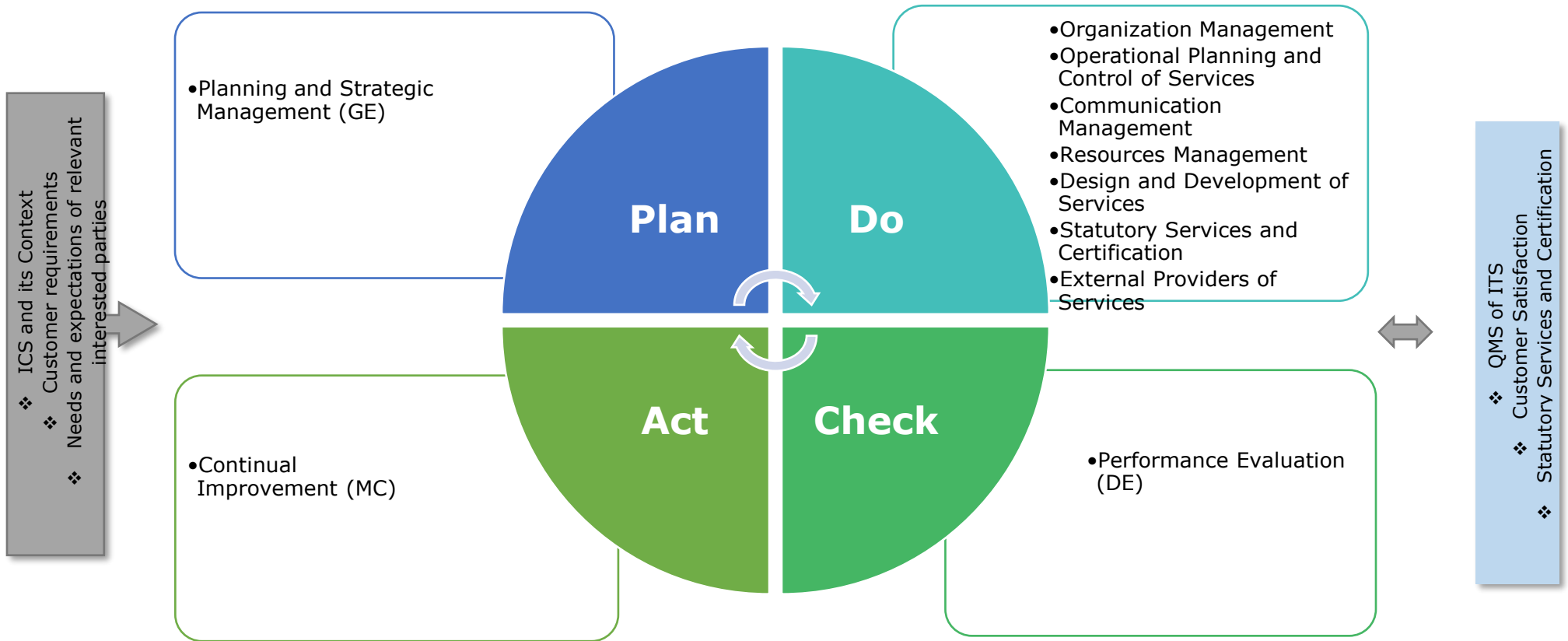
 - **External Service Providers – P003**
Responsible: Principal Surveyor
Objective: Provide to the Operation Process – Statutory and Certification Services of External Service Providers required for the services duly approved or accepted by the organization
- C. Support Processes:** Includes the processes that are necessary to provide the resources needed for the quality objectives and desired outcomes.
- **Organization Management – PA01**
Responsible: Quality Representative
Objective: Assign, communicate and ensure the understanding of roles, responsibilities and authorities for the planning, development, verification and improvement of the QMS; as well as control of documented information determined by the Organization for the planning and operation of the QMS.

 - **Operational Planning and Control of Services – PA02**
Responsible: Operations Manager
Objective: Plan the provision of statutory and certification services, in order to define the requirements of services, meet the customer’s expectations according with the compliance of the Flag State requirements.

 - **Communication Management – PA03**
Responsible: Operations Manager
Objective: Assure the necessary media for internal and external communications relevant for the QMS.

 - **Resources Management – PA04**
Responsible: Operations Manager
Objective: Provide the resources needed for the planning, development, verification and improvement of the QMS, including: persons, infrastructure and environment.

QMS and PDCA cycle



MAP OF PROCESS

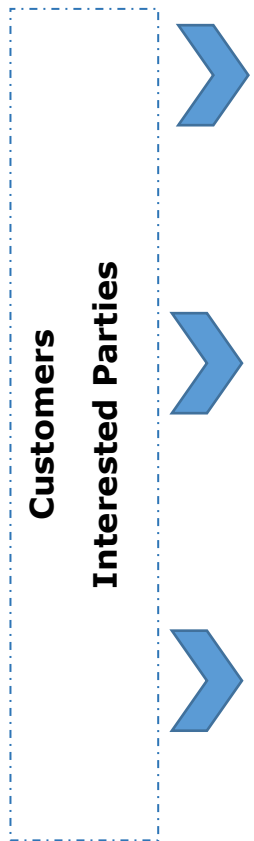
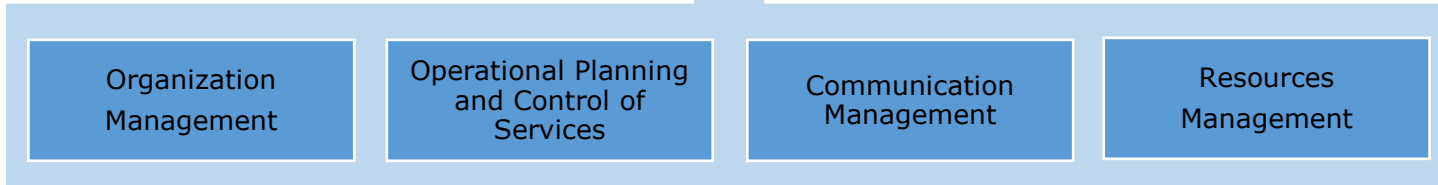
Strategic Processes



Operational Processes



Support Processes



3.6.QUALITY POLICY

Top Management defines its highest commitment to the continual improvement of the QMS by establishing, implementing and maintaining the quality policy in accordance with the purpose and context of ICS Class.

ICS Class has defined its policy and objectives focused in the quality, safety and pollution prevention.

ICS Class Top Management, considering the purpose and context of the organization and in compliance with the authorizations granted by the Flag State, is committed to the continuous improvement of the Quality Management System to contribute to the safety of navigation , the prevention of pollution from ships in service and the safety of human life at sea, in accordance with the requirements of the client and the legal and regulatory requirements stemming from current national and international legislation, under the responsibility of promoting the focus on processes, risk-based thinking, the due training and qualification of technical and support staff, the availability of the necessary resources and the sustained increase in customer satisfaction.

The quality policy supports the strategic direction and provide a basis for establishing the quality objectives and is approved by the General Manager. Any change in the strategic direction, will require the review of quality policy for the continuous suitability.

The quality policy is a documented information of the Quality Manual of ICS Class and it's available for all the personnel of the organization as well as the relevant interested parties.

The quality policy is visible in a separate document in each department and to ensure its communication, understanding and correct application within the organization and ICS Class through the Procedure for Organizational Knowledge and Awareness.

This information is also available in the web page of ICS Class.

3.7.QUALITY OBJECTIVES

During the analysis of the internal and external issues, risks and opportunities, the Top Management have define the purpose of quality objectives in accordance with the strategic planning, to comply with the conformity of the requirements of customers, regulatory and mandatory and interested parties, and provide an effective development and continuous improvement of the Quality Manual System. The quality objectives are aligned with the strategic objectives of the organization and are communicated in all the relevant levels in the organization to add value and contribute to the customer and organizational objectives. Personnel at all these

levels are aware of the importance and their contribution to the achievement of these objectives.

Top Management has determined that the strategic objectives are the quality objectives of the organization. These strategic and quality objectives can be resume as follow:

- Obtain additional authorization of new Flag States Administrations
- Increase the percentage of Net Gross
- Develop and implement the platform for operational services
- Develop and implement the electronic certificates
- Complete the training module for surveyors
- Obtain the accreditation from CAN as a body performing inspection

The quality objectives are monitored and measured to evaluate their compliance with the objectives planned and is responsibility of the Top Management provide the leadership, organization and resources to achieve them. The information of the evaluations and results are included in the Strategic Plan of ICS Class and their accomplishment is evaluated through the completion of operational annual activities. Its results are considered as improvement of the Quality Manual System. The plan is approved by the General Manager and has a validity of (3) years with annuals evaluations.

3.8.ORGANIZATION STRUCTURE: AUTHORITY AND RESPONSIBILITIES

Top Management represents the group of people who directs and control ICS Class at the highest level and actively engage, promote, ensure, communicate and monitor the performance and effectiveness of the processes defined in the QMS.

Top Management are integrated by:

- President
- General Manager
- Administrator
- Principal Surveyor
- Operations Manager
- Quality Representative

Top Management demonstrate its leadership and commitment through:

- The establishment of a quality policy and quality objectives which are compatible with the context and strategic direction of the organization
- The availability of resources needed for the QMS
- The achievement of intended results
- The promotion of continuous improvement
- The direction of the personnel at all levels of the organization to contribute to the effectiveness of the QMS
- The communication of the importance of effective QMS.

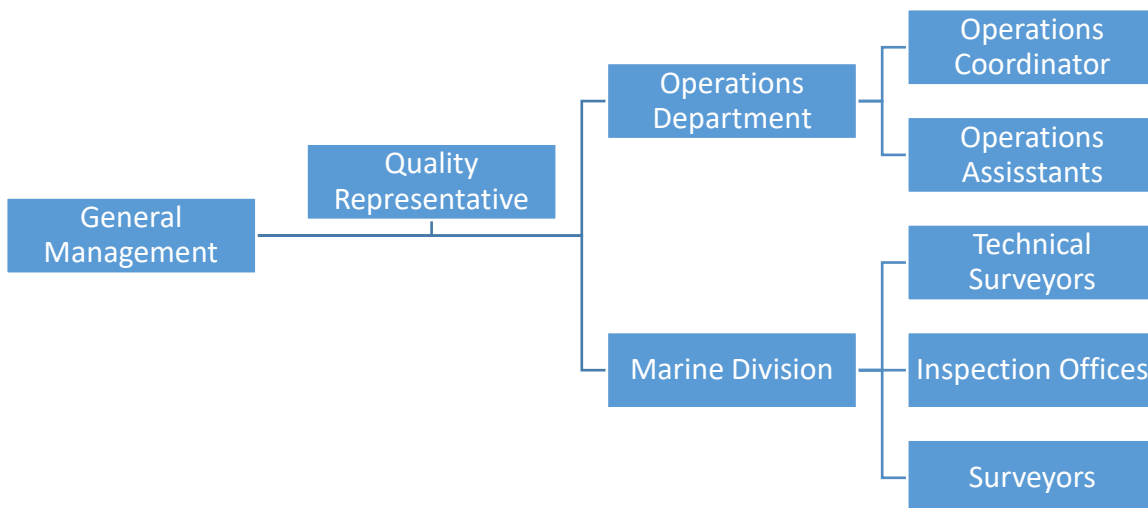
Leadership constitutes one important value for ICS Class in order to enhance customer satisfaction by meeting customer requirements. An effective leadership led to a better understanding by the employees of how they contribute to the continuous improvement of the QMS.

The Organizational structure required for the QMS management and its processes, has been defined as follows and includes the following managerial departments (*Ref. Fig. 4 – Organizational Chart*):

- **General Management:** In charge of the Strategic Planning of the QMS and its continuous improvement, that help the organization achieve its goals.
- **Quality Department:** In charge of lease with the standards bodies for certification under ISO 9001 and Maritime Administrations and assure the implementation and maintenance of QMS. Includes its control, measurement and improvement. Also in charge of promote the awareness in ICS Class.
- **Marine Division:** In charge of the training and qualification of technical staff, as well as the provision of the statutory and certification services and any need for improvement of the services.
- **Operations Department:** In charge of the operational planning and control, communication management and resources management.
- **Inspection Offices:** In charge of the direct provision of class / statutory certification and services of existing ships carried out on behalf ICS Class and Flag State Administration, located strategically in the more important ports around the world to facilitate the technical, economics and commercial relationships with the customer.

ICS Class have the adequate technical, managerial and survey resources to implement the QMS and to continually improve its effectiveness and to enhance its performance during the delivery of statutory certification and services.

ORGANIZATIONAL CHART



Top Management assigned the following responsibilities and authorities to ensure that the QMS is in compliance with the requirements of the International Standard 9001:2015 and RO Code.

General Manager:

- Highest representative of Top Management
- Directs the planning, development, control and improvement of QMS and its processes
- Ensures the availability of resources to guarantee the effectiveness of QMS
- Responsible of Processes: Strategic Planning and Continuous Improvement
- Communicates the Quality Policy and Quality Objectives
- Approve the Quality Manual and its changes
- Approve the results of the Management Review
- Approve the Plans (Strategic, Risk Management & Continuous Improvement)
- Administers, directs, supervises and controls the operation of the company and improves the working methods to expedite the service.
- Suggest new business opportunities, following the analysis of service requests and market trends.
- Approves the Internal Audit Plan

Quality Representative:

- Reports directly to the Director General
- Ensure that the requirements of the Quality System of ICS Class are located in the organization, developing, coordinating, verifying and maintaining the means for monitoring policy, manuals, procedures and instructions thereof.
- Conducts internal quality audits at any time to verify the status of the Quality System, and make any recommendation to the effect of improving the system, reporting the results of the Quality system evaluation to the General Direction of the organization and reporting them to the areas involved.
- Monitor, approve, revise, distribute, identify and remove the documents involved in the Quality Management System.
- Responsible for monitoring the immediate Corrective Actions defined to ensure proper functioning of the Quality System.
- Introduces, coordinates and documents the procedure to be followed for the application of statistical techniques for resolving deviations and controlling variables that affect the quality of certificates issued to our customers.
- Evaluation of the customer`s satisfaction.
- Receives reviews and approves applications for customer service.
- Maintains communication with the Maritime Administration and the Certification Body
- Issues corrective actions do internal audits to implement the quality management system.
- Acceptance of Corrective Actions
- Schedule internal audits
- Change in documents of the Quality Management System.

Principal Surveyor of Marine Division:

- Reports directly to the General Manager
- Coordinate the execution of the corrective and preventive actions over any non-conformance detected in its area.
- Define the requirements, evaluation and selection of the surveyors/auditors approved.
- Implement actions relating to the performance of surveyors/auditors
- Support in the Revision of the Customer's requirements.
- To detain and reject all the certificates that will not comply with specifications and requirements established by the applicable regulations.
- Is responsible for examining and approving the certificate and its processes.
- Control and Updating the Rules for Classification and Construction of Ships, to ensure that ships classed by ICS are in compliance with the regulations, based on the technical cooperation's agreements
- Review, update and approve the certification forms, for the surveys based in the revisions of international and/or regulations, including reports, certificates and other forms applicable.
- Control of technical documentation, record of ships, maintenance of ship's files, Ship's Register Book
- PSC/FSA follow-up
- Cooperation with other classification societies, Maritime Administrations and PSC authorities
- Is responsible for establishing and verifying the parameters of the process that guarantee the quality of the certificates.
- Is responsible for ensuring that the issuance of the certificates is done according to the terms established in the process of revision of the contract and in compliance with the time of delivery effected between ICS and the customer.
- Evaluate and approve or deny the application from the surveyors, who request their authorization to carry out surveys and audits on behalf of ICS and Flag Administration
- To carry out the control of the Surveyor's List accepted.

Inspection Offices & Surveyors:

- Reports directly to the Principal Surveyor-Marine Division.
- Perform the activities of surveys and audits for the interim certification process.
- Supports to ensure the issuance of the certificate is done according to the requirements established in the revision of the quotation, in compliance with the time of delivery agreed between ICS Class and the customer.
- It is responsible for the Revisions Customer's requirements in the Inspection Offices, jointly with the Operations Manager of ICS Class. Realize the activity of revision of the requirements that will satisfy the needs of the customer. Also should have to feedback immediately the involved areas.
- Evaluate the customer's satisfaction.

- It is responsible for the attention to the customers at the moment of any consultation or claim. Structure and approve the mechanisms that should be followed for the control, segregate, registry and documentation of the certificates or activities of the QMS considered as nonconforming.
- Analyze the status of the applications to know the tendencies of the market.
- Supports the activities for the full term certification in which they describe the process of survey and certification during the stages of reception, in process and final before it is delivered to the external customer. Should conserve records that evidence the quality of the documentation received or reports of survey comply satisfactorily with the requirements established.
- Supports in the preparation and execution of the activities to identify the status of survey and certification, according to the received documentation.
- Supports in the case of claims, to assign necessary resources for its attention, until the customer satisfaction.
- It is responsible for the attention to the customers at the moment of any consult or claim.
- Support the selection of external services suppliers for the interim certification process.

The roles, responsibilities and authorities of the functional dependencies and their collaborators are maintained as information documented in the functional internal regulations of said dependencies. The internal functional regulations of the dependencies are approved by the General Manager.

3.9.DOCUMENTATION REQUIREMENTS

The QMS of ICS Class has defined the required documented information to be controlled and maintained by the organization, including the documented information required by the International Standard 9001:2015, the RO Code and the documented information determined by the organization necessary for the effectiveness of the QMS.

The QMS include the following documentation:

- Quality policy and quality objectives;
- Quality manual;
- Procedures and records required by the RO Code, the national legislation of the recognizing flag State and Standard ISO 9001:2015;
- Procedures to ensure the effective planning, operation, and control of the RO's processes;
- Rules and regulations as applicable to the RO's areas of authorization;
- List of ships for which statutory certification and services are provided;
- Other documented process procedures that are considered necessary (these include any circulars or letters, which provide the surveyors and administrative staff with up-to-date information on classification, statutory and related matters);
- Surveys reports, checklists and certificates appropriate to the activities covered by the authorization granted.

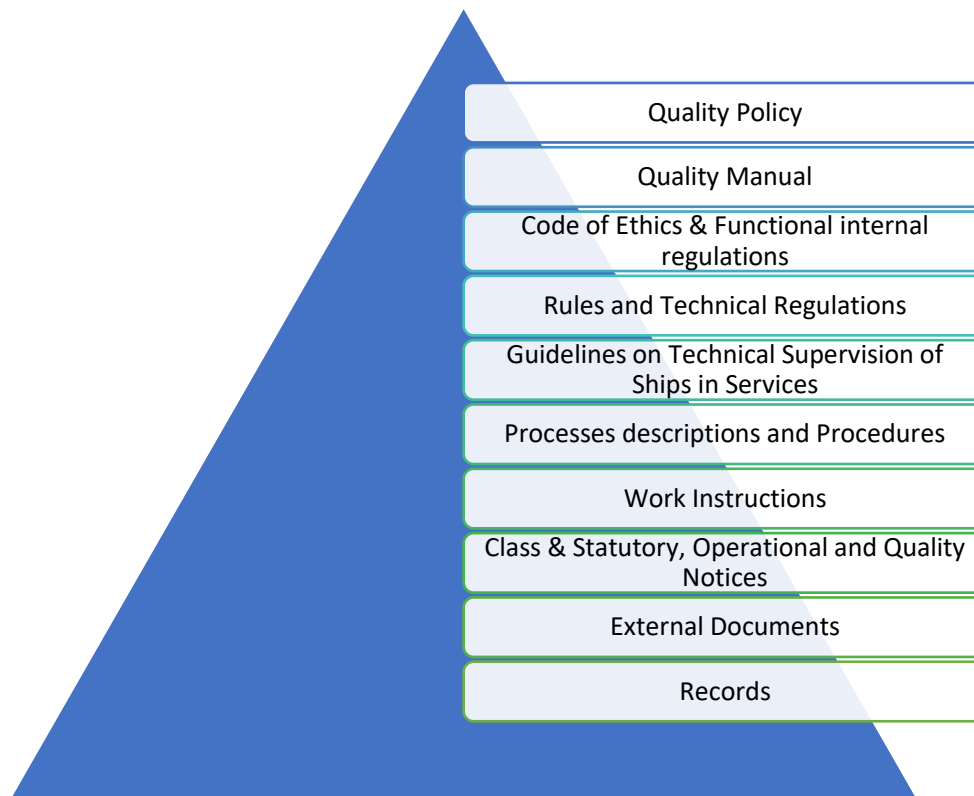
The QMS also include external documents, such as:

- National and international standards necessary for the activities governed by the RO Code
- IMO Conventions and resolutions;
- National shipping regulations and standards appropriate to the authorization of the RO;
- Documents and data submitted to the RO for verification and/or approval;
- Specified correspondence defined by the RO to be of an important nature.

To demonstrate the effective planning, operation and control of the processes and the implementation of continual improvement of effectiveness of its QMS, ICS Class in accordance with its size, processes, type of service, the complexity of processes and their interactions and the competence of persons, has defined the following documents (*Ref. Fig 5 – Documented Information*):

- **Quality Policy:** to support the Strategic Planning according with the purpose and context of the organization in compliance with the applicable requirements and providing the framework for the quality objectives.
- **Quality Manual:** to describe the QMS of ICS Class according with the requirements of the International Standard ISO 9001:2015 and RO Code.
- **Code of Ethics:** Establish and promote guiding principles and values such: independence, impartiality, integrity, competence, responsibility and transparency. This document is the formal declaration of the ethics priorities of ICS Class.
- **Functional internal regulations:** to establish the roles, responsibilities and authorities of the departments involved in the QMS and the collaborators.
- **Rules and Technical Regulations:** establish and publish the rules and regulations, for the design, construction and certification of ships and their associated essential engineering systems for safe navigation.
- **Guidelines on Technical Supervision of Ships in Services:** to establish a set of behaviors, operating instructions, practices, skills and directives that are relevant to regulate and standardize the statutory and certification services.
- **Processes descriptions:** to create a general explanation of what activities need to be carried out to reach the processes objectives and includes: scope, inputs, resources, suppliers, outputs, clients, records and indicators
- **Procedures:** to support the Processes descriptions through specifics activities that describes: what, how, when and where the activities are completed.

- **Work Instructions:** to complement the procedures for statutory and certification services and describe specific activities related to the performance of survey and certification functions in order to verify compliance with requirements relevant to the tasks delegated
- **Class & Statutory, Operational and Quality Notices:** to communicate internal information for learning lessons of the implementation of QMS or requirements for interested parties related with the statutory and certification services
- **External Documents:** to support the development of the activities of the training center, including: statutory and regulatory documents, national regulations
- **Records:** to demonstrate conformity of the processes as planned



The documented information also is use to communicate, knowledge sharing and/or distribution of organization ´s experiences.

All documented information is located in the ICS Server and Dropbox and the backup is completed frequently, in an external drive.

In order to document the information for the QMS to act as evidence that adequate organization knowledge is available with the creation, updating and control of the documented information, ICS Class has established the Procedure for the Creation and Updating of Documented Information (PA01-01) and the Procedure for the Control of Documented Information (PA01-02)

3.10. MANAGEMENT REVIEW

The Top Management of ICS Class review its quality management system; including a review of the RO's performance of statutory certification and services, at planned intervals, which not exceed 13 months, to ensure its continuing suitability, adequacy, and effectiveness.

Considering the complexity and criticality of the statutory and certification services, are significant factors studied in determining the frequency of the QMS 's reviews. This review is completed at planned intervals (not more than 12 months) to ensure it's the continuing suitability, adequacy and alignment with the strategic direction of ICS Class, including the quality policy and quality objectives.

Such reviews are conducted according with the requirements indicated in the Procedure for the Management Review (PE03-P05).

During the Management Review each Processes Indicators are evaluated to verify their compliance and their improvement, the assignment of resources for the improvement, and the changes required. The Management review is led for the General Manager and participates the responsible of each process in the ICS Class: Principal Surveyor – Marine Division, Quality Representative and Operations Manager.

Review inputs:

The input to management review include the following information:

- Results of audits;
- Feedback from interested parties;
- Process performance and consistency of compliance with statutory requirements;
- Status of Risks and corrective actions;
- Follow-up actions from previous management reviews;
- Changes that could affect the quality management system; and
- Any recommendations for improvement.

Any output of management reviews containing information relevant to quality objectives, customer complaints and activity monitoring, throughout the RO, is used as input to the Top management review.

Review outputs:

The output from management review include any decisions and actions related to:

- Improvement of the effectiveness of the quality management system and its processes;
- Improvement of services related to the requirements established in the authorization agreement; and
- Resource requirements.

The Management Review Outputs are documented information retained in the Management Review Report and Management Meeting Minute that include the recommendations for improvement.

As far as possible, the outputs are communicated to all the personnel of ICS Class.



4. PERSONNEL

Having the right managerial, technical and support staff commensurate with the size of the fleet in the class, the composition, allows the RO be capable of assigning to every place of work, when and as needed, the means and staff commensurate with the tasks to be carried out in accordance with the requirements of the RO Code and of the flag State.

The Top Management of ICS Class have the competence, capability and capacity to organize, manage and control the performance of statutory certification and services in order to verify compliance with requirements relevant to the tasks delegated and:

- Possess an adequate number of competent supervisory, technical appraisal and survey personnel;
- Develop and maintain appropriate procedures and instructions;
- Maintain up-to-date documentation on interpretation of the relevant instruments;
- Give technical and administrative support to field staff; and
- Review survey reports and plan approval letters for accuracy, compliance with requirements and to provide experience feedback for continual improvement.

With the Inspection Office and Surveyors / Auditors, ICS Class established with qualified staff to provide the required services representing an adequate geographical coverage and local representation.

The personal necessary for the organization are divided in the following categories:

- Management Staff
- Technical Staff
- Surveyors & Auditors
- Support Staff

4.1. SELECTION, AUTHORIZATION, EVALUATION AND CONTROL OF SURVEYORS & AUDITORS

For the performance statutory certification and services, ICS Class use only exclusive surveyors and auditors, being persons solely employed by the RO, duly qualified, trained and authorized to execute all duties and activities incumbent upon their employer, within their level of work responsibility. While still remaining responsible for the certification on behalf of the flag State.

The RO's personnel performing and responsible for statutory certification and services have, as a minimum, the following formal education:

- Qualifications from a tertiary institution within a relevant field of engineering or physical science (minimum two-year programme); or
- Qualifications from a marine or nautical institution and relevant seagoing experience as a certificated ship officer, and

- Proficiency in the English language commensurate with the scope of statutory certification and services.

ICS Class have developed the Procedure for the Selection, Authorization, Evaluation and Control of Surveyors & Auditors (PE02-P02), with the objective of establish the minimum requirements during the process of selection, authorization, evaluation and control of surveyors/ auditors to ensure competence, capability, capacity, knowledge, skills, experience, objectivity and impartiality for the performance of their duties as surveyors/auditors. This procedure covers the approval activities of surveyors or auditors.

The Marine Division receives the application/request from surveyors/auditors to be evaluated by ICS. Applications received by the Inspections offices are sent to the ICS-Head Office for evaluation and approval.

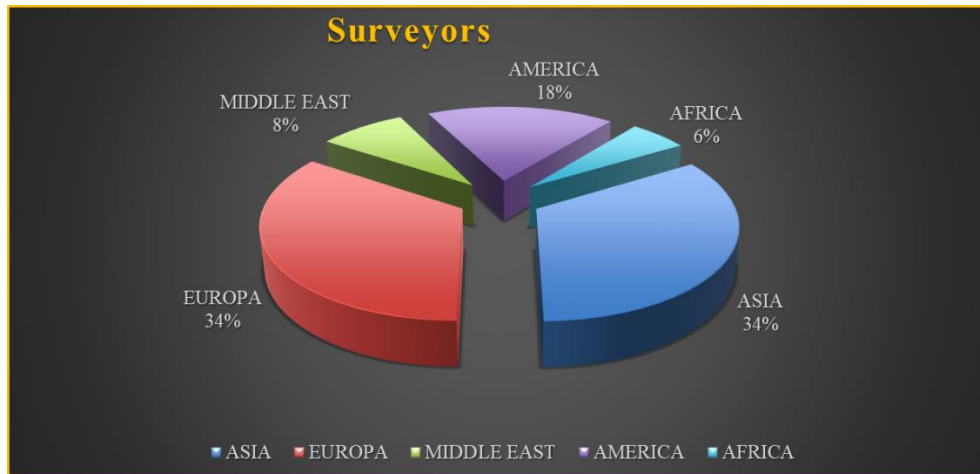
The Principal Surveyor – Marine Division analyze the content of the information provided by the candidate and concluding its evaluation in:

- Not suitable to be surveyor or auditor
- Suitable to be surveyor or auditor and proceed to complete the Authorized Activities for ICS Surveyors (PE02-P02/R3), according to its competences and authorizes it to carry out surveys and class works connected with the issuance of international/national certificates on behalf of ICS according to the following specifications:

Refer to PE02-P02 Employment and monitoring of Surveyors and Auditors (Version 02, 02-2022).

The Marine Division of the ICS-Head Office complete a periodic evaluation of Surveyors/Auditors for the performance of the surveyor and office for a period not exceeding (2) years after its approval.

ICS Class has a Global Network of representation and inspection offices, which includes more than 80 surveyors / auditors to carry out all the tasks relating to Class & Statutory surveys.



4.2. TRAINING SURVEYORS / AUDITORS

ICS Class have developed the Procedure for Training and Qualification of Technical Staff (PE02-P01) which contains the minimum requirements for training and qualification of technical staff as capable of performing class and statutory work on behalf of a flag State in terms of certification and survey functions connected with the issuance of international certificates.

The Principal Surveyor – Marine Division of ICS Class, is the person in charge to define the required competence criteria for each relevant type of survey, audit or activity to be performed for surveyors/auditors. Which includes the necessary theoretical and practical training modules to cover the competence criteria defined for survey.

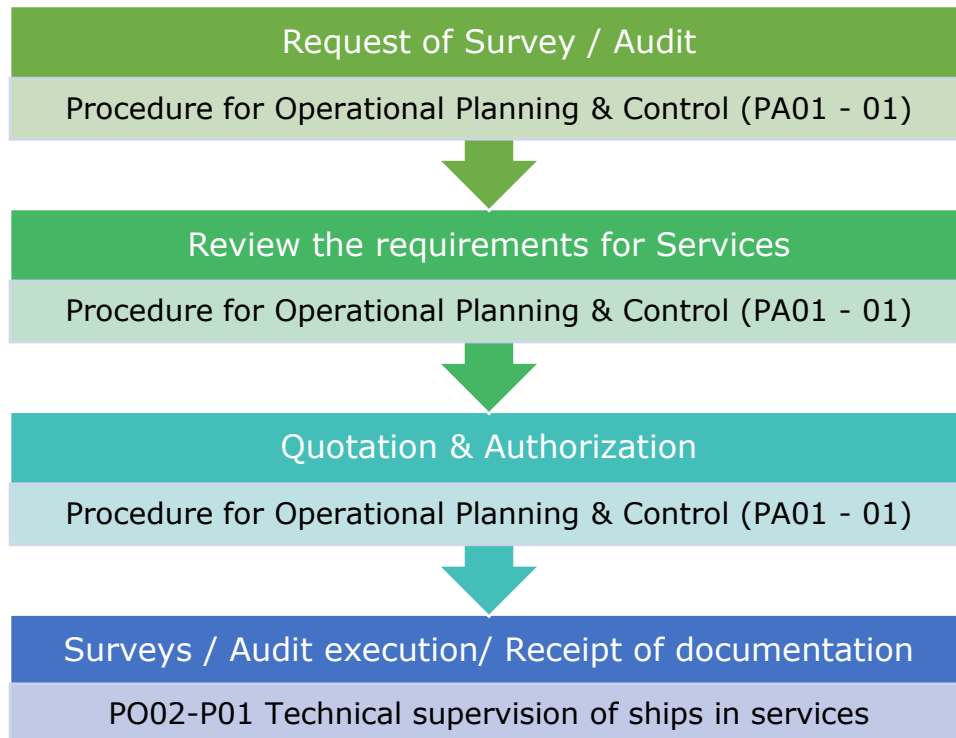
Through the training modules, the trainees acquire and develop general knowledge and understanding applicable to different types of ships and types of class/statutory work according to the rules and regulations, international conventions and codes taking into account IMO Resolutions MSC.349 (92) and MEPC.237 (65), as amended and National legislation.

The ICS Surveyors / Auditors, kept constantly updated through news, newsletters, seminars, courses, among others. They are constantly notified for important changes in Statutory Regulations and Class coming into force.



5. OPERATIONAL PLANNING AND CONTROL

Through the Procedure for the Operational Planning and Control (PA02-01), ICS Class has planned the different phases of statutory/class and certification services, necessary for the compliance of requirements of interested parties and clients, including the design and development of services, support services activities, resource allocation, Rules and the improvement procedures to achieve the desired results. For the provision of the services, the process is complete as the following flowchart (*Ref. Fig. 5 – Certification Process*):



The

operational planning and control of the QMS, is completed through the following strategic, operational and support process:

- PE02 – Training and Qualification of Technical Staff
- PO01 - Design and Development of Rules & Services
- PO02 – Statutory and Class Services and Certification
- PO03 - External Services Providers
- PA01 - Organization Management
- PA02 - Operational Planning and Control of services
- PA03 - Communication Management
- PA04 - Resources Management

For the provision of the statutory/class and certification services, ICS Class assure that can provide the services in compliance with the statutory and regulatory requirements, customer requirements and organization requirements. The determination of customer requirements is a critical activity and involves all the



levels of the organization and the full determination of these requirements is an iterative process.

Once the customer contact ICS Class for the provision of services and request the survey/audit or certification using the following forms, as applicable:

- Request for Statutory Inspections
- Request for Class Surveys
- Request for ISM-ISPS Code
- Request for MLC, 2006 Inspection
- Request for Non-Convention Vessels
- Request for Service Suppliers
- Request for BWMC

For the review of the requirements of statutory / class and certification services is also required the previous documents of the vessels, according with the case, for the verification of the previous certificates issued by another RO/RSO or Classification Society, detentions, ship's performance, MOU's statistics, and others, to determine the acceptance or not of the vessel and applicable instructions to be carried out by surveyor who will be authorized for the survey.

Also, the Operations Department verify that ICS Class is in the capacity to provide the requested service and availability of qualified surveyors / auditors (according to the Surveyors/Auditors approved List) in the area where they are requesting the service and authorization from the Administration (in the cases applicable) to issue the required certificate.

For the Quotation, ICS Class use Quickbooks application with the services required, send it to the customer and keep in the quotation system the consecutive number for the Tracking and Identification, according to the following:

Q / 19 / 0 0 1
1 2 3

Position	Description
1	Quotation
2	Year of document issuance
3	Document consecutive number

When the customer confirm the acceptance of the service, the Operations Department assigns the Surveyor / Auditor who will carry out the statutory / class

and certification services, verifying his competence and qualifications according with the List of Surveyor/Auditors Authorized, geographic location and availability. Also, the Authorization Form is codified according with the Consecutive Book for each Quotation accepted, as follows:

A / 19 / 0 0 1
1 2 3

Position	Description
1	Authorization
2	Year of document issuance
3	Document consecutive number



6. SURVEYS AND CERTIFICATION SERVICES

In order to start the statutory and certification services, must previously be completed:

- Review and approval of request from customer
- Quotation approved
- Authorization of Services
- Authorization of Surveyor / Auditor

To perform the classification and regulatory services, the documented information that is related below, is updated and available upon request at Marine Division, for its use:

- The Rules and technical regulations.
- Guidelines for the technical supervision of ships in service.
- The applicable IMO and ILO Conventions, Codes and Resolutions.
- The national legislation of the applicable flag States.
- The Procedures and Work Instructions that are relevant.
- Survey reports, checklists and verification lists.
- Provisional certificates (Forms, records and supplements)

For those cases which the statutory and certification services, includes a Change of Classification Society, ICS Class has develop the Procedure for Transfer of Class based on:

- RO Code, Part 2, Paragraph 3.9.3 "Cooperation between RO's"
- Class Notice No.14-Transfer of Class between Recognized Organizations (ROs)
- IMO MSC-MEPC.5/Circ.2
- MMC 309 - Procedures for Transfer of the Certification
- IACS PR1A - Procedure for Transfer of Class
- IACS PR1 Annex - Annexes to PR1A, PR1B and PR1C

6.1.INTERIM CERTIFICATION

On board of the vessel, the Surveyor / Auditor must be paying special attention to the tanks and spaces, which should be safe for access, i.e. gas free, ventilated and sufficient illuminated to reveal corrosion, deformation, fractures, damages or other structural deterioration as it's indicated in the Procedure for safe & effective work environment for Surveyors (PO02-P03).

During the interim certificate, the Surveyor / Auditors verifies and collects the supporting documents and information necessary to ensure an adequate and objective execution of the survey/audit and demonstrate the final results, such as is required in the survey/verification reports applicable for each survey/audit. Must performs an adequate, objective and impartial execution of the surveys/audits. The scope of each survey/audit is established in the ICS Class Rules and technical regulations and IMO Instruments applicable for the survey/audit requested.

Also should be verified the compliance of the applicable acceptance criteria and technical requirements documented and published in the ICS Class Rules, Guidelines on Technical Supervision, Class & Statutory Notices, technical documentations, IMO/ILO/IACS instruments and national regulations as well as any specific instruction delivered by the ICS Class Head Office.

For the acceptance of the results of the specialized services performed by the service suppliers, it should be previously approved by ICS Class Head Office in accordance with the Requirements for Service Suppliers established in the Procedure for approval or acceptance of Service Providers (PO03-P01), necessary to taking technical decisions during the execution of the survey/audit for classification and/or statutory purpose, such as:

- Surveys and maintenance of fire extinguishing equipment and systems.
- Servicing of inflatable liferafts, inflatable lifejackets, hydrostatic release units, inflatable rescue boats.
- Surveys, servicing and testing of radio communication equipment.
- Inspection and testing of centralized gas welding and cutting equipment.
- Surveys and maintenance of self-contained breathing apparatus.
- Annual performance testing of Voyage Data Recorders (VDR) and simplified Voyage Data Recorders (SVDR).
- Surveys of low location lighting systems using photo luminescent materials.
- Sound pressure level measurements of public address and general alarm systems.
- EPIRB shore based maintenance facilities.
- Hydraulic tests of low and high pressure cylinders.

- Service of immersion suits, thermal protective aids, chemical protective suits.
- Servicing and maintenance of lifeboats, launching appliances and on-load release gear.
- Inspection, performance testing and maintenance of Automatic Identification Systems (AIS), Long Range Identification and Tracking (LRIT) Systems, and Ship Security Alert (SSA) Systems.
- Tightness testing of hatches with ultrasonic equipment.
- Examination of Ro-Ro ship's bow, stern, side and inner doors.
- Surveys, Servicing and Testing of Lifting Appliances.
- Firms engaged in measurements of noise level on board ships.
- In-water survey of ships.

The services suppliers approved/accepted by ICS Class Head Office are identified in the List of Approved/Accepted Service Suppliers. For such specialized services, ICS Class Head Office also may accept approvals done by:

- The Flag State Administration itself,
- Duly Recognized Organization (Class Society/Recognized Organization) acting on behalf of the Flag State Administration (for example, the flag of the ship on which the servicing is to be done or the serviced equipment is to be used) or
- Other Organizations those are acceptable to the Flag State Administration (for example, other governments, local authorities, etc.).

In the execution of the survey the monitoring and measuring equipment (belonging to the service suppliers approved or accepted by ICS Class, ship builders, ship repairs, ship-owners or ship's operator essentially) used to provide evidence of conformity to the applicable requirements and acceptance criteria, as per Procedure for the control of monitoring and measuring equipment (PO02-P02). The results of this verification shall be duly recorded in the corresponding Survey Report.

The Surveyor / Auditor has the responsibility to inform to the Marine Division – Head Office, in cases of deficiencies of any type, in order to receive the appropriate instructions for correction of each deficiency.

Records the compliance of the acceptance criteria and the progress/results of the surveys/audits in the following technical documentation as applicable: Records of construction and equipment, supplements, verification reports and surveys reports. This documentation must be duly filled up and signed only by the surveyor/auditor authorized.

6.2. ISSUANCE OF INTERIM/SHORT TERM & CONDITIONAL CERTIFICATES.

After the completion of the Surveys / Audit the Surveyor / Auditor can issue the corresponding Interim/Short Term Certificates to a ship/company. These certificates cannot be issued until all requirements and activities specified in the ICS Class Rules and technical regulations, IMO Instruments, national legislation, specifications appropriate to the work to be done and technical documentation have been satisfactorily completed and recorded, as well as any specific instruction delivered by the ICS Class - Head Office.

For each type of survey / audit, exists Work Instructions to specific instructions to be follow, such as:

- Instructive for ISM Code
- Instructive for ISPS Code
- Instructive for the BWM Convention
- Instructive for the MLC, 2006
- Instructive for Revised MARPOL Annex VI Requirements

When during the surveys can be determined that the condition of the ship's equipment does not correspond substantially with the particulars and requirements of the related certificate, the surveyor shall ensure that the corrective action is taken to rectify the deficiencies and shall notify to the Marine Division – Head Office without delay. If the ship is in a port of another Party, the appropriate authorities of the Port State shall also be notified immediately.

The Conditional Certificates to a ship can be issued for the following cases: One single delivery voyage, dry dock and repairs or scrap. Also, will issue the Conditional Certificates to a ship with deficiencies of minor character, in order to permit that this ship can proceed to the port where the correction will be performed. The mentioned deficiencies must be duly identified in the corresponding survey report, as well as the measures taken by the ship for a safe navigation to the authorized port. For all cases, the Conditional Certificates for a ship only can be issued with the previous authorization of the Flag State Administration and by specific instructions of the Class & Statutory Department.

The Interim/Short Term & Conditional Certificates must be issued with the following validity:

- **Interim Certificate for ships:** Five (5) months from the date of completion of the survey on which the certificate is basis.
- **Interim Certificate for DOC, SMC, ISSC and MLC:** Six (6) months issued immediately upon completion of the interim verification/inspection of the company/ship. The validity of these Certificates cannot be extended or these Certificates cannot be reissued (subsequent, consecutive) without



the authorization of the Flag State Administration and specific instructions of the Class & Statutory Department.

- **Short Term Certificate for DOC, SMC, ISSC and MLC:** Five (5) months issued immediately upon completion of the initial/renewal verification/inspection of the company/ship.
- **Conditional certificate:** For the period authorized by the Flag State Administration, not exceeding two (2) months.

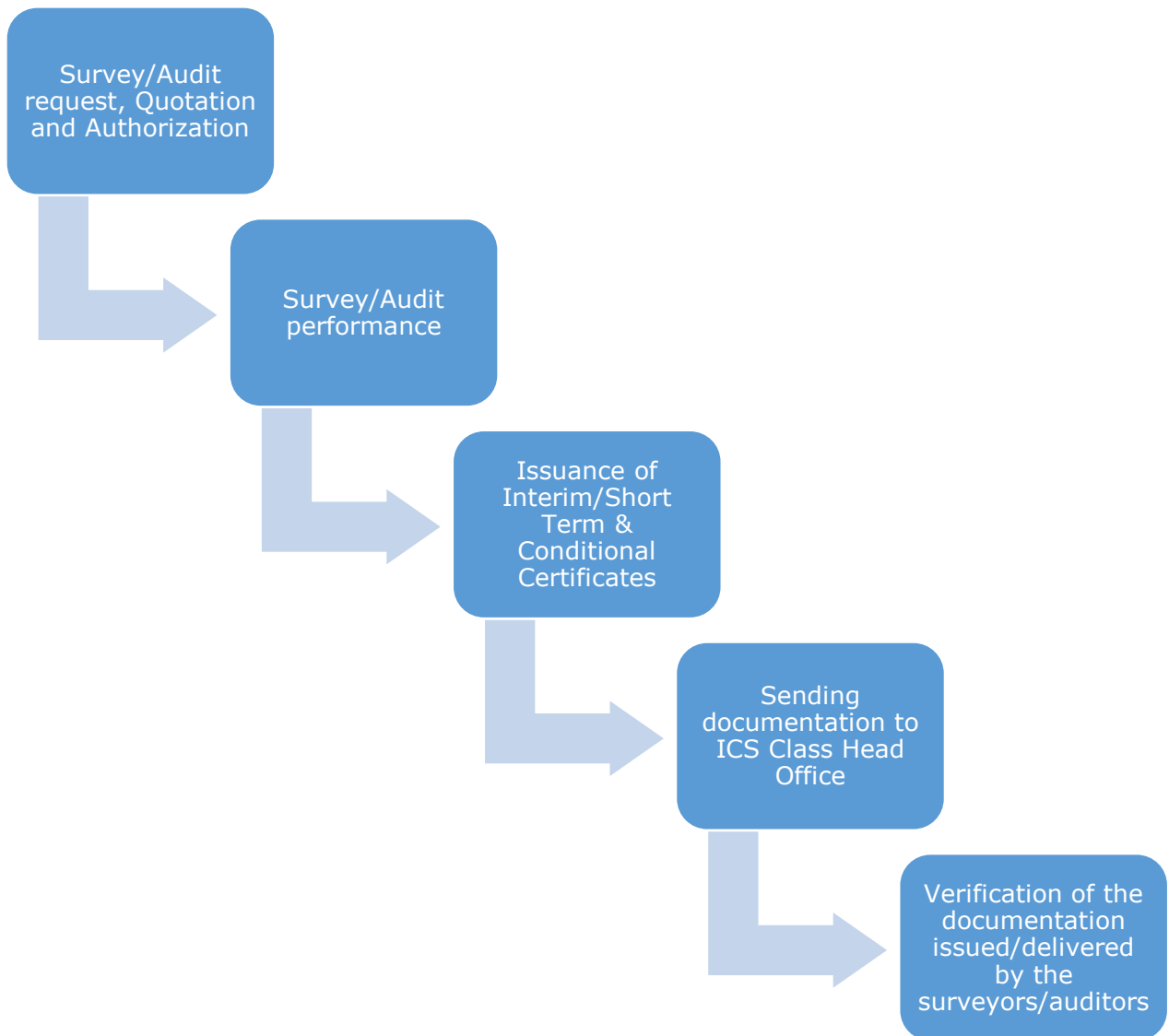
The Interim/Short Term & Conditional Certificates, except the class certificates, should be codified (Certificate's number) according to the following codification system:

ICS - 19 - 01 - 001 (1)
 1 2 3 4 5

Position	Description
1	Intermaritime Certification Services
2	Year in which the certificate is issued
3	Number of the ICS Class - Inspection office in which the certificate is issued.
4	Consecutive number assigned by the Inspection office locally
5	Number of Revision number (if apply)

For the Interim Number of the Class Certificates is assigned by the Marine Division – Head Office.

The survey reports are codified with the Authorization number assigned.



6.3. FULL TERM CERTIFICATION

The Surveyor / Auditor will notify to the Operations Department using the Advice for Completion of Survey, the conclusion of the survey/audit assigned. This advice must be submitted within five (5) days upon the completion date of the survey/audit on which the Interim/Short Term & Conditional Certificate is based.

All the documentation/information generated during the completion of survey must be submitted within thirty (30) days upon the completion date of the survey/audit on which the Interim/Short Term & Conditional Certificate is based. All certificates and ICS Class Forms issued should be only signed and sealed by the authorized surveyor/auditor.

In order to avoid undue delay in the submission of the documentation to the Operations Department, in the Statutory Notice No. 95 "Alert to Surveyors" have been established the following measures:

- 30 days (*) is the maximum deadline to receive copy of all relevant documents such as: certificates issued, supplements, survey/audit reports and other supporting documents.
- 60 days (*) of delay-Warning letter to authorized surveyor/auditor
- 90 days (*) of delay-Suspension letter to authorized surveyor (6 months of suspension)
- 120 days (*) of delay-Cancellation letter to authorized surveyor (permanent cancellation)

(*) Days counted from the date of completion of survey/audit.

The Full Term certificates will be issued until survey/audit is completed and all ICS Class forms, documents and information has been forwarded by ICS Class surveyor and has been well received at ICS Class-Head Office accordingly.

The validity of the Full Term certificates (Statutory, Classification or Certification) must not exceed five (5) years, counted from the date of completion of the survey, audit and/or verification.

The verification of the documentation issued/delivered by the surveyors/auditor is carried out according to Procedure for the Full Term Certification (PO02-P04).

After the completion of the surveys and audits requested, ICS Class – Head Office prepare the Ship Details & Survey Status as a Post- Delivery activities, in order to maintain available and up-dated the information regarding the status of the vessel and company, which includes the following:

- Main particulars of the vessel, describing the ship's owner, operator and general information
- Validity of Certificates (Statutory, Classification or Certification)
- Periodic and/or Annual surveys (Estimates dates)
- Class Conditions

- Recommendations
- Memoranda

This brief information allows to achieve with enough time the range of date for the different Class surveys, statutory certifications and Inspections.

The information and feedback submitted from the ICS Head Office to ICS Surveyor will allow the successful achievement of the compliance of Full Term process.

