



FÉDÉRATION FRANÇAISE DES PILOTES MARITIMES

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Commitments of the French Maritime Pilots Federation

To carry on the global approach to ISO certification initiated by our profession in 1996, the French Maritime Pilots Federation confirms its commitment to guarantee the quality of Pilotage services by implementing a Quality Management System in accordance with ISO 9001-2000. The Federation will be involved at highest levels to guarantee the good transition towards ISO 9001-2008 Standard. To do so, she will support strongly all pilot's stations in French Harbours and will manage the coordination of the intended actions.

The Safety and **efficiency** of maritime traffic flow within ports remain the essential aims of the Pilot Stations. Complying with these criteria involves specific requirements regarding to the **reliability** and the **quality of service** at the highest level.

Pilotage must be considered a key element of French Harbours competitiveness. Their growth has to respect Environment protection. Hence, The French Maritime Pilots Federation urges French pilot stations to adopt all measures driving to reduce the environmental impact relevant to Pilotage activities.

The Quality policy developed actually aims to:

- Optimize the Pilotage services provided to the ship Masters;
- Meet all the requirements of public service entrusted to by the French State, especially those connected to the protection of human being, of harbours' infrastructures and of the environment, and also to the duty of reporting vessels deficiencies threatening maritime safety, reinforced by recent European laws
- Render available all equipment required for the highest level of quality and reliability, and to use them efficiently;
- Insure a continuous and appropriate training for the pilots and personnel;
- Implement an efficient internal organisation.

These objectives should meet Customers and State expectations, and must lead to the continual improvement of our services. The French Maritime Pilots Federation **commits itself** to do everything necessary to comply with these quality approach requirements.

The Quality policy will be reviewed every year by the National Management Review, during the Federation annual Conference.

To ensure a good implementation of its Quality Management System and guarantee a good **communication** between the Federation and the Pilot Stations, the F.F.P.M. has re-appointed Mr Jean-Philippe CASANOVA, pilot of Marseilles Fos Harbours, as the "*National Quality Assurance Manager*" (Responsable Assurance Qualité / RAQ), with full authority.

Each pilot station has also appointed a Local Quality Assurance Manager (Délégué Assurance Qualité / DAQ) to implement, in cooperation with the RAQ, its own Quality Management System in accordance with the system of the Federation.

Paris, 2009 April the 16th
FFPM President, Frédéric MONCANY de SAINT-AIGNAN