

Quality Policy

Feb 2025



Quality Policy Statement

Data quality is central to the purpose of Lloyd’s List Intelligence, the Seasearcher application and its related data services. We are the industry experts delivering actionable maritime insight, data, and analytics trusted by 60,000 professionals to drive commercial advantage, evaluate risk, and support the efficient and lawful movement of seaborne trade. Our purpose is to provide the information needed by professionals connected to maritime trade, insurance, and legal markets, at the right time, in the right format and to high accuracy, to help them do their jobs better every day. All data within the Seasearcher database is constantly verified and contextualised with the use of advanced ingestion techniques together with the latest technology and advanced algorithms. This data drives deep machine learning and high value artificial intelligence solutions for our customers.

Our processes for data collection, cleansing, enhancements, and output are all governed through our data quality framework COACT (Consistency, Origin, Accuracy, Completeness and Timeliness). This ensures that everything we do with the data meets and is measured against the same high standards on a continual basis.



As well as a focus on the quality of our data for the Seasearcher platform, we are committed to embedding quality into all our processes and activities. To support our quality commitments, we have implemented and maintain a quality management system, based around the requirements of ISO 9001:2015.

It is our aim to promote the continual improvement of our quality management system, to ensure the delivery of our services to specification and to satisfy applicable legal and contractual requirements in a manner that also supports sustainable business growth. Our quality management system provides a structure to establish objectives that will support us to achieve the aims defined in this policy.

We aim to:

- Ensure the quality of our data through COACT
- Ensure a commitment not only to quality assurance but also to the enhancement of the quality of the customer experience

- Ensure the implementation of the business' approach to quality assurance

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of our quality management system and their impact on customer satisfaction.

Our quality management system is maintained and is subject to internal and external audit. The requirements of the quality management system are mandatory, and all employees have a responsibility to adhere to them.

This policy will be maintained and will be communicated, understood, and applied within the company. It is available on request to relevant interested parties.

A handwritten signature in grey ink that reads "Parvin Conners". The signature is written in a cursive style and is positioned above a horizontal dashed line.

Parvin Conners
Chief Operating Officer
Feb 2025

Document History

Version	Date	Comment on change	Authoriser
0.1	23/01/2023	Initial draft version	Sarah Ball (Blackmores)
1.0	17/04/2023	Reviewed, signed and updated by Parvin Conners	Amrudha Romeo
0.2	20/02/2024	Initial draft version	Seb Villyn
2.0	25/04/2024	Reviewed, signed by Parvin Conners	Seb Villyn
3.0	11.02.2025	Rebranded and signed by Parvin Conners	Amrudha Romeo

Lloyd's List Intelligence

+ 00 0000000000

Insert email address here@lloydslistintelligence.com

About Lloyd's List Intelligence

We are the industry experts delivering actionable maritime insight, data, and analytics trusted by 60,000 professionals to drive commercial advantage, evaluate risk, and support the efficient and lawful movement of seaborne trade. Our advanced analytics, artificial intelligence, and expertise transform unparalleled data into powerful insight through data services, news and commentary, and publications.

Lloyd's List Intelligence

Home of **Seasearcher & Data Services**
Lloyd's List, Insurance Day, Lloyd's Law Reports,
Legal and Maritime Publications

We are the industry experts delivering actionable maritime insight, data, and analytics trusted by 60,000 professionals to drive commercial advantage, evaluate risk, and support the efficient and lawful movement of seaborne trade. Our advanced analytics, artificial intelligence, and expertise transform unparalleled data into powerful insight through data services, news and commentary, and publications.

Copyright © 2023 Maritime Insights & Intelligence Limited. Maritime Insights & Intelligence Limited is registered in England and Wales with company number 13831625 and address 5th Floor, 10 St Bride Street, London, EC4A 4AD, United Kingdom. Lloyd's List Intelligence is a trading name of Maritime Insights & Intelligence Limited.

Lloyd's is the registered trademark of the Society Incorporated by the Lloyd's Act 1871 by the name of Lloyd's.