



Audit Report

For

PARADISE Marine Company

Stage 2

Audit Date: 04/12/2025

Organization Details

Company:	PARADISE Marine Company
Address:	3 Alex View Abis Elnaseya Village Alexandria, Egypt
Contact Person:	Ahmed Saeed
Email:	info@paradise-marine.com
Audit Criteria:	ISO 9001:2015
EA Code:	35
Scope:	PROVIDING OFFSHORE SERVICES AND PROVIDING SHIPPING AGENCY SERVICES
No. of Sites:	1

Sites

Site Name	Location
Same	same

Audit Objectives

The purpose of stage 2 is to evaluate the implementation, including effectiveness, of the client's management system. The stage 2 shall take place at the site(s) of the client. It shall include the auditing of at least the following:

- a) information and evidence about conformity to all requirements of the applicable management system standard or other normative documents.
- b) performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document).
- c) the client's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements.
- d) operational control of the client's processes.
- e) internal auditing and management review.
- f) management responsibility for the client's policies.

Auditors

Auditor Name	Role
Mohamed Fouad	TL
Merna Tarek	TM

Auditee Members

Auditee Name	Position
Ahmed Toston	HR manager - QA
Maha Ashraf	Operations
Ahmed Abd Elrahman	Doc. Controller

No. of Man-Days

2.0

Audit Findings

Clause No.	Requirement\Departement	Evidence	Result
4.1 - 4.2 - 4.4 -5.3-6.1 - 6.2 - 9.1 - 9.2 -7.1 - 7.2	HR	<p>- For the [HR Department], the context and relevant interested parties and their requirements are defined and recorded in the Lite Matrix system (clauses 4.1 and 4.2) on the following form " BR-F01 List of issues" where "0" refers to internal issues and "1" refers to external issues, as for interested parties are recorded on lite matrix data base. The department's processes, inputs, outputs and interactions with other functions are documented in the system (clause 4.4). Risks and opportunities are identified, assessed and linked to action plans within Lite Matrix (clause 6.1), and quality objectives and related KPIs for the department are established and monitored through the system (clause 6.2 and 9.1). Internal audits covering this department are planned, executed and recorded in Lite Matrix, including results and follow-up actions (clause 9.2).</p> <p>The following internal audit has been checked for HR department:</p> <ul style="list-style-type: none"> -Internal audit report "IA-F02" -Audit date: 9/10/2025 -Department: HR -Auditee: Ahmed Touson -Position: HR manager -Audit team: Amr Alhofy- Maha Ashraf -Outcome: One minor n.c.r related to employee files as some of the employee 	OK

Clause No.	Requirement\Departement	Evidence	Result
		<p>files were not completed.</p> <p>Finding status: Still open.</p> <p>-The following form has been used as audit checklist:IA-F03</p> <p>Audit criteria: ISO 9001:2015</p> <p>Clauses audited:</p> <p>4.1,4.2,4.4.6.1,7.1,7.5,8.1&9.1</p> <p>The audit has been implemented as per audit program "IA-F01"</p> <p>The following sample has been checked for employees trainings: "HR-F02" List of training needs and plan , the following trainings were recorded: 1) Awareness on QMS ISO 9001:2015 , date:23-24/9/2025 (2 days), 2) Effective use of QMS lite matrix, date : 25-9/2025 (Clause 7.2), The following sample has been checked for recruitment "HR-F02' , Each job title and organization reporting structure are identified in "HR-F01" Organization chart and responsibilities and authorities are identified in the form "HR-F03" for the following positions: HR manager and Agency manager clause 5.3&7.2 as well as required qualifications for each position , also employees are evaluated in the following form: "HR-F06" Employee evaluation, evaluation shall be completed by end of 2025</p> <p>- The personnel file of Mr. Mohamed Gamal Abdelwadood, Procurement Manager, was reviewed. The file contained a graduation certificate (Faculty of Commerce – Business Section, class of 2019), birth certificate and complete social insurance records, all properly maintained as part of the employee's documented information.</p>	

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8.2 - 4.1 - 4.2 - 4.4 - 6.1 - 6.2 -9.1 - 9.2 - 9.3	Marketing	<ul style="list-style-type: none"> - A sample job related to the vessel "SEA BIRD" was reviewed. Customer requirements were defined and documented using the SIGN ON / OFF Form No. FRM-DP15-1-ISS2, which clearly records the client's request and service details. The form is used as the basis for planning and controlling the service provided to the vessel. - Customer requirements for the "SEA BIRD" job were reviewed based on the SIGN ON / OFF Form No. FRM-DP15-1-ISS2, and an email was sent to the client to confirm and agree on these requirements before execution of the service. The email confirmation was available as part of the job file. - For shipping and cargo operations, the organization uses seven (7) electronic forms available on the port authority website to process and control cargo-related activities (e.g. requests, approvals, clearances and confirmations). These forms are used systematically for each cargo operation and are retained as part of the job records, supporting compliance with port procedures and regulatory requirements. <p>For the [Marketing Department], the context and relevant interested parties and their requirements are defined and recorded in the Lite Matrix system (clauses 4.1 and 4.2). The department's processes, inputs, outputs and interactions with other functions are documented in the system (clause 4.4). Risks and opportunities are identified, assessed and linked to action plans within Lite Matrix (clause 6.1), and quality objectives and related KPIs for the department are established and monitored through the system (clause 6.2 and 9.1). Internal audits covering this department are planned, executed and recorded in Lite Matrix, including results and follow-up actions (clause 9.2).</p>	OK

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4.1 - 4.2 - 4.4 -6.1 - 6.2 -8.4 - 9.1 - 9.2	Purchasing	<p>- A purchasing transaction related to the vessel SEACHAMPION (IMO No. 95135213) at Port El Maadia dated 01/04/2025 was traced. The process included a Request for Quotation (FRM-DP-07-02-ISS2), followed by a Purchase Order (FRM-DP-07-02-ISS2) issued to El Gamal for Electrical Tools, and a corresponding Delivery Note dated 10/04/2025. The documents were consistent and provided full traceability from request through order placement to receipt of the goods.</p> <p>- Within the Lite Matrix program, a complete supplier list is maintained "Supplier database PUR-F01" on lite matrix, including all approved suppliers together with defined performance indicators and evaluation criteria for each one. The system shows the evaluation items and performance results used to monitor supplier in the performance through the following form "PUR-F02" on an ongoing basis. The following supplier has been checked as an audit sample: Supplier name : Techno speed, the following data were available: address, service type and company contact person. The latter supplier has been evaluated for the following criteria: On-time delivery- OHSE-Price, evaluation date: 20-8-2025, result: Accepted (Within limits).</p> <p>Supplier evaluation analysis: (Same form)</p> <p>For the same supplier (techno speed), Achievement: 65/70, max: 70, min: 29, Achievement percentage: 92.86, Overall result: Excellent.</p> <p>- For the [Purchasing Department], the context and relevant interested parties and their requirements are defined and recorded in the Lite Matrix system (clauses 4.1 and 4.2). The department's processes, inputs, outputs and interactions with other functions are documented in the system (clause 4.4). Risks and opportunities are identified, assessed and linked to action plans within Lite Matrix (clause 6.1), and quality</p>	OK

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		<p>objectives and related KPIs for the department are established and monitored through the system (clause 6.2 and 9.1). Internal audits covering this department are planned, executed and recorded in Lite Matrix, including results and follow-up actions (clause 9.2).</p>	
4.1 - 4.2 - 4.4 -6.1 - 6.2 -7.2	Training	<p>-For the [HR Department], the context and relevant interested parties and their requirements are defined and recorded in the Lite Matrix system (clauses 4.1 and 4.2). The department's processes, inputs, outputs and interactions with other functions are documented in the system (clause 4.4). Risks and opportunities are identified, assessed and linked to action plans within Lite Matrix (clause 6.1), and quality objectives and related KPIs for the department are established and monitored through the system (clause 6.2 and 9.1). Internal audits covering this department are planned, executed and recorded in Lite Matrix, including results and follow-up actions (clause 9.2).</p> <p>The following sample has been checked for employees trainings: "HR-F02" List of training needs and plan , the following trainings were recorded: 1) Awareness on QMS ISO 9001:2015 , date:23-24/9/2025 (2 days), 2) Effective use of QMS lite matrix, date : 25-9/2025 (Clause 7.2),</p>	OK
4.1 - 4.2 - 4.4 -6.1 - 6.2 8.1 - 8.5 - 8.6 - 9.1 - 9.2 - 10-2	Agency	<p>- For the "SEA BIRD" job, operational planning was carried out and documented through the Vessel Operational Plan No. FRM-DP15-2-ISS2, which defines the required activities, sequence of operations, resources and responsibilities for executing the service.</p> <p>- A Vessel Assignment / Raft Statement (Form FRM-DP15-3-ISS2) is used to define and document the assigned resources for the vessel (boats/rafts, equipment and personnel). The form shows the specific allocation for the operation and is included in the job file as part of the operational control documents.</p> <p>- ON HIRE / OFF HIRE documentation is</p>	OK

Clause No.	Requirement\Departement	Evidence	Result
		<p>used to control the start and completion of the service, including vessel entry, service period and release. The ON HIRE / OFF HIRE records are maintained in the job file and confirm the actual service dates and conditions agreed with the client.</p> <ul style="list-style-type: none"> - Vessel Daily Report is used to monitor the vessel's consumptions and operational details. A completed Vessel Daily Report dated 10-12-2025 was reviewed, showing recorded data for daily consumption and operation status during the service period. - an IMO Crew List dated 15/12/2025 (Form FRM-DP15-06-ISS2) was reviewed, indicating a total of 18 persons on board. The crew list is maintained as part of the job documentation and supports compliance with port and maritime requirements for crew identification and control. - an Operation Report (Form FRM-DP15-07-ISS2) is completed, summarizing the performed activities, timings, resources used and operational remarks for the service. The report is filed as part of the job documentation and used to review the execution of the operation. - Vessel movements are monitored and documented using the Vessel Movement Report FRM-DP15-10-ISS2, which records key information for each ship call. In addition, the Vessel Attendance / Operation Report FRM-DP15-07-ISS2 is used as a signed confirmation of the vessel's attendance and the service provided. Both forms are maintained in the job files as part of operational control and traceability. - During service to the vessel, an inspection and test checklist "CHECK LIST DURING OPERATION" (Form FRM-DP15-13-ISS2) is used to verify and record the key operational and safety checks while the service is being performed. The completed checklist for the "SEA BIRD" job was reviewed and found properly filled and signed. - For the "SEA BIRD" job, a BOARDING ATTENDING form (FRM-DP15-11-ISS2) is 	

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		<p>used to document the attendance of the company's representative/boarding officer on board the vessel, including date, time, purpose of visit and relevant remarks. The completed form is filed within the job documentation.</p> <p>- Customer satisfaction is measured using the Customer Satisfaction Form FRM-DP-14-01-ISS1 within the Matrix program, where customer feedback and ratings are recorded and analyzed. Customer complaints are also registered and followed up through the same software. During the audit, the complaint records in the system were reviewed and it was confirmed that no customer complaints were registered for the audited period.</p> <p>- For the [Agency Department], the context and relevant interested parties and their requirements are defined and recorded in the Lite Matrix system (clauses 4.1 and 4.2). The department's processes, inputs, outputs and interactions with other functions are documented in the system (clause 4.4). Risks and opportunities are identified, assessed and linked to action plans within Lite Matrix (clause 6.1), and quality objectives and related KPIs for the department are established and monitored through the system (clause 6.2 and 9.1). Internal audits covering this department are planned, executed and recorded in Lite Matrix, including results and follow-up actions (clause 9.2).</p>	

Strength Point

Lite Matrix SW supports systematic QMS implementation and clause-based control of documented information.

Area for Improvement

Review and update the information on the website to ensure alignment with the current organizational structure and quality policy, and to keep externally communicated information consistent and controlled.

Observation

1-Selection criteria for supplier not clearly identified
2-It was observed that the company raised a nonconformity which was not recorded on lite matrix system, this may affect the effectiveness of tracking analysis and follow-up of NCRs and C.As.

Minor NCR

The organization does not consistently retain sufficient documented information as evidence of employee competence, as required by clause 7.2 d, since some employee files do not contain adequate records to demonstrate that competence requirements for their positions are fulfilled.

Major NCR

NA

Team Leader Recommendations

There is one minor nonconformity related to clause 7.2 d (incomplete competence records). The organization is recommended for certification, subject to the implementation and closure of the identified minor nonconformity within the agreed timeframe.

Disclaimer Statement

The judgment of the management system is **based on the sample shown during the audit time.**

Lead Auditor Name:

Mohamed Fouad

Signature