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3.1 Management Responsibility and Authority

3.1.1 Triton Marine Group

- 3.1.1.1 President: The President is responsible for the overall management of Arya Marine Supply. The President is the final authority for all operational matters relating to Arya Marine Supply. The President reports to the Board of Directors of the Triton Marine Group.
- 3.1.1.2 Managing Director: The Managing Director is responsible for the quality system of the Triton Marine Group. The Managing Director is responsible for the overall management of Maritime Services, Pharos Marine Electronics and the support functions of the Triton Marine Group. While not part of this quality system, the Managing Director is responsible for the management of Albi Beverages and the Triton Agri Group. The Managing Director is the final authority for all operational matters relating to his areas of responsibility. The Managing Director reports to the Board of Directors of the Triton Marine Group.
- 3.1.1.3 Vice President: The Vice President is responsible for Corporate Liaison with Canada Customs. The Vice President is authorized to ensure that all Canada Customs requirements are met. The Vice President reports to the Board of Directors of the Triton Marine Group.
- 3.1.1.4 Manager, Maintenance: The Manager, Maintenance is responsible for managing the preventive maintenance program of all equipment, other than electronic testing, of the Triton Marine Group. The Manager, Maintenance is authorized to perform or coordinate the required maintenance. The Manager, Maintenance reports to the Managing Director.
- 3.1.1.5 Coordinators, Computer Systems: The Coordinators, Computer Systems are responsible for ensuring that the computer systems operate to meet user needs. The Coordinators, Computer Systems are authorized to select and purchase computer hardware and provide software to meet approved needs of computer users. The Coordinators, Computer Systems report to the Managing Director.
- 3.1.1.6 Receptionist: The Receptionist is responsible for receiving inquiries by phone and in person, and directing them to the appropriate person within the Triton Group. The Receptionist is responsible for receipt and shipment of product as assigned and



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requested by Triton managers. The Receptionist is authorized to perform tasks within the area of responsibility. The Receptionist reports to the Vice President.

3.1.2 Arya Marine Supply

- 3.1.2.1 General Manager: The General Manager, Arya Marine Supply, is responsible for the day-to-day management of the sales, purchasing, warehousing, trucking and customer service functions of Arya Marine Supply. The General Manager is authorized to quote, purchase and sell all products within the scope of his department. The General Manager reports to the President.
- 3.1.2.2 Customer Service Representatives: Customer Service Representatives are responsible for direct sales of Arya Marine products to vessels in port and ensuring that the needs of the customer are met. Customer Service Representatives are authorized to quote discounts within previously approved ranges. Customer Service Representatives report to the General Manager.
- 3.1.2.3 Buyers: Buyers are responsible for accepting and quoting on enquiries, and for processing orders received either directly as the result of quotation, or through Customer Service Representatives. Buyers are authorized to obtain quotations, accept and process orders, approve suppliers and purchase product as required. Buyers report to the General Manager.
- 3.1.2.4 Customs Documentation Personnel: Customs Documentation Personnel are responsible for processing all Canada Customs and USA Customs documentation as it relates to product moving through Arya's bonded warehouse facilities. Customs Documentation Personnel report to the General Manager.
- 3.1.2.5 Shipper/Receiver: The Shipper/Receiver is responsible for the coordination of paperwork and the supervision of truck drivers to ensure the pickup of orders from suppliers and the delivery of customer orders. He is responsible for the operation of the technical stores and bonded stores warehouses, and the freezer/cooler, including order assembly, and the supervision of the warehousemen. The Shipper/Receiver has the authority to manage the employees under his supervision and to purchase of pickup and delivery services as required. The Shipper/Receiver reports to the General Manager.
- 3.1.2.6 Drystores Warehouseman in Charge: The Drystores Warehouseman in Charge is responsible for the operation of the Drystores warehouse including putting away and



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rotating and maintaining stock, and order filling and labeling. The Drystores Warehouseman in Charge supervises the warehousemen in the warehouse. The Drystores Warehouseman in Charge reports to the General Manager.

- 3.1.2.7 Warehousemen in Charge - Technical Stores - Freezer/Cooler: The Warehousemen in Charge are responsible for the operation of their warehouses including putting away and rotating and maintaining stock, and order filling and labeling. The Warehousemen in Charge supervises the warehousemen in their respective warehouses. The Warehousemen in Charge report to the Shipper/Receiver.
- 3.1.2.8 Bonded Stores Warehouseman: The Bonded Stores Warehouseman is responsible for receiving stock for the bonded warehouse, assembling customer orders and ensuring the inventory and goods shipped match Canada Customs records. The Bonded Stores Warehouseman reports to the Shipper/Receiver.
- 3.1.2.9 Warehouseman: The Warehousemen are responsible for following the instructions of their supervisors. The Warehousemen report to the Warehouseman in Charge of their assigned warehouse.
- 3.1.2.10 Truck Drivers: Truck Drivers are responsible for the safe and efficient operation of Arya Marine trucks and performing the pickup of purchased supplies and the delivery of customer orders as assigned by the Shipper/Receiver. Truck Drivers report to the Shipper/Receiver.

3.1.3 Maritime Services

- 3.1.3.1 Manager, Charts and Publications: The Manager, Charts and Publications is responsible for the management of the day-to-day activities of the Charts and Publications Department of Maritime Services. The Manager, Charts and Publications is authorized to select, purchase and sell product within the scope of the department. The Manager, Charts and Publications reports to the Managing Director.
- 3.1.3.2 Customer Relations Representative, Charts and Publications: The Customer Relations Representative, Charts and Publications is responsible for ensuring that the needs of their customers are met. The Customer Relations Representative, Charts and Publications is authorized to accept and process orders and to purchase product to meet those orders from previously approved suppliers. The Customer Relations Representative, Charts and Publications reports to the Manager, Charts and Publications.



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- 3.1.3.3 Supervisor, Chart Corrections: The Supervisor, Chart Corrections is responsible for ensuring that all charts are updated to the most recent revision received. The Supervisor, Chart Corrections is authorized to make the necessary revisions. The Supervisor, Chart Corrections reports to the Manager, Charts and Publications.
- 3.1.3.4 Manager, Technical Sales, Electronics: The Manager, Technical Sales is responsible for the day-to-day management the activities of the Electronics Department of Maritime Services. The Manager, Technical Sales is authorized to select, purchase, sell and service product within the scope of the department. The Manager, Technical Sales reports to the Managing Director.
- 3.1.3.5 Customer Relations Representative, Electronics: Customer Relations Representative, Electronics is responsible for ensuring that the needs of their customers are met. The Customer Relations Representative is authorized to accept and process orders and to purchase product to meet those orders from previously approved suppliers. Customer Relations Representative reports to the Manager, Technical Sales.
- 3.1.3.6 Senior Technical Engineer, Electronics: The Senior Technical Engineer is responsible for the day to day operation of the service activities of the Electronics Department of Maritime Services. He is authorized to solicit and organize repair work, give estimates and perform repairs. The Senior Technical Engineer reports to the Manager, Technical Sales.
- 3.1.3.7 Senior Technician, Electronics: The Senior Technician is responsible for performing work as assigned by the Senior Technical Engineer. The Senior Technician is authorized to perform work within his area of qualification. The Senior Technician reports to the Manager, Technical Sales.
- 3.1.3.8 Manager, Liferaft and Safety: The Manager, Liferaft and Safety is responsible for the day-to-day management of activities related to servicing of liferafts. He is authorized to perform all the sales, purchasing and servicing functions necessary to meet his responsibilities. The Manager, Liferaft and Safety reports to the Managing Director.
- 3.1.3.9 Senior Technicians, Liferaft and Safety: Senior Technicians are responsible for independently performing inspection work and supervising the work of Technicians. Senior Technicians report to the Manager, Liferaft and Safety.
- 3.1.3.10 Technicians, Liferaft and Safety: Technicians are responsible for performing inspection work under the supervision of a Senior Technician. Technicians report to the Manager, Liferaft and Safety.



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3.1.4 Pharos Marine Electronics

- 3.1.4.1 General Manager: The General Manager is responsible for the management of Pharos Marine Electronics. He is responsible for the day-to-day management of activities related to marketing including the management of dealerships. The General Manager is authorized to manage the business within the existing scope of the business. The General Manager reports to the Managing Director, Triton Marine Group.
- 3.1.4.2 Sales Coordinator: The Sales Coordinator is responsible for sales administration including accepting orders. The Sales Coordinator has the authority to make sales related decisions. The Sales Coordinator reports to the General Manager, Pharos.
- 3.1.4.3 Sales Assistant: The Sales Assistant is responsible for supporting the Sales Coordinator in sales administration. The Sales Assistant is authorized to supply quotations and accept orders that reflect the approved Price List. The Sales Assistant reports to the Sales Coordinator.
- 3.1.4.4 Manager, Material Control: The Manager, Material Control is responsible for ensuring the delivery of product to meet customer expectations. This includes ordering from the supplier, warehousing and shipping, as required. The Manager, Material Control is authorized to place orders and ship product as needed. The Manager, Material Control reports to the General Manager, Pharos.
- 3.1.4.5 Shipper/Receiver; The Shipper/Receiver is responsible for receiving shipments and placing in storage, maintenance of storage areas, and for picking, packing and shipping product. The Shipper/ Receiver reports to the Manager, Material Control.
- 3.1.4.6 Manager, Technical Service: The Manager, Technical Service is responsible for providing the technical support and training required to ensure dealers are qualified to service equipment distributed by Pharos. The Manager, Technical Service is authorized to provide technical training and advice. The Manager, Technical Service reports to the General Manager, Pharos.
- 3.1.4.7 Service Technician: The Service Technician is responsible for electronic servicing of product that is distributed by Pharos. The Service Technician reports to the Manager, Technical Service.



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3.1.5 General

- 3.1.5.1 All of the above functional descriptions are authorized to execute their respective responsibilities and duties, as required. Further, all of the above authorities and responsibilities may be delegated to other employees within the Triton Marine Group as required. However, the functional positions described above remain ultimately responsible for the success of the activity concerned.

3.2 Resources

- 3.2.1 The Triton Marine Group identifies resource requirements and provides adequate resources, including the assignment of trained personnel for management, performance of work and verification activities including internal quality audits.

3.3 Management Representative

- 3.3.1 The Management Representative of the Triton Marine Group, when acting in the position of Management Representative, reports directly to the Managing Director.
- 3.3.2 Management Representative for the Quality System is responsible for ensuring the Quality System is implemented and maintained in accordance with the requirement of the ISO 9001 Standard. He/She is responsible for the day-to-day monitoring of the conformance to and effectiveness of the system's requirements, as documented in this manual.
- 3.3.3 The Management Representative discharges this responsibility directly, or by delegation to the Division Management Representatives within the Triton Marine Group, by:
- (a) Monitoring the quality assurance function in accordance with the Triton Marine Group's goals and objectives,
 - (b) Resolving any nonconformance in the system,
 - (c) Ensuring that timely and effective actions are taken by the Triton Marine Group and its suppliers and subcontractors to ensure compliance with the requirements of the Quality Manual and Procedures,
 - (d) Ensuring that all quality functions performed are detailed on the appropriate documentation,



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(e) Coordinating all internal quality audit activities.

3.3.4 Prior to every Triton Marine Group Corporate Management Review, the Management Representative reviews the Quality Manual, Quality Procedures and Work Instructions to ensure that they remain relevant and suitable for use. The results of the review are presented at the ensuing Corporate Management Review.

3.3.5 At least every four months, the Division Management Representative reviews the Quality Manual, Quality Procedures and Work Instructions to ensure that they remain relevant and suitable for use. The results of the review are presented at the ensuing Division Management Review and, where appropriate, to the Corporate Management Review.

3.4 Management Structure

3.4.1 Positions on the management organization reporting chart, Appendix A, that follows reflect functional reporting only. The relative position of boxes do not reflect organizational levels within the Triton Marine Group.