

## 1. What we do

We are a yacht agency that provides a wide range of services to yachts. We assist captains, crews, and guests (if they are present on board) in the bureaucratic procedures during the arrival and departure of the ships thanks to the collaboration with the Harbour Master Authority, the State Police. We support our customers in all immigration formalities, provide consulting and assistance in applying for a Schengen visa for crew members from non-European countries. In addition, we take care of booking moorings for yachts in marinas, we provide the service of bunkering at a competitive price. Through our consolidated network of suppliers, we offer the best concierge and VIP services: the provision of food and drinks, the supply of flower arrangements, car rent with and without driver, private transport by helicopter or jet, the organization of exclusive tours with professional guides, reservations for bars and restaurants, laundry service. Our multilingual team is available 24/7 to meet our clients' needs and exceed their expectations.

## 2. Our mission and vision

- Our mission

Our mission is to assist each crew and yacht together with their guests, providing efficient and tailor-made service based on our experience and expertise in the maritime sector.

- Our vision

We predict to become the best yacht agency on the Adriatic coast by 2025, to be recognized by our clients as a point of reference for all their needs and requests.

## 3. Our values

- People. Our first value is people. We believe in the MSA team as an indispensable resource for the success of the company, we appreciate our customers because they are the main reason for a continuous improvement and professional updating. We give value to our suppliers who allow us to offer a fast and excellent service on a daily basis.
- Transparency. The second value is the transparency of services. Transparency for us is to provide information accurately and completely, thanks to an in-depth knowledge of the business, after having carefully listened to all the customer's needs.
- Relations. The third value is the relationships we create and nurture with our collaborators, customers, and suppliers. We are convinced that relationships are the basis of any successful business, in which there is a serene and friendly working climate.
- Never stop learning. Continuous learning is an important element to stay updated on the laws, regulations, the latest trends, and the ongoing changes, so that we can guarantee the best possible service to our customers.
- Passion. We carry out our work with a lot of passion, we feel an immense satisfaction in collaboration and in a productive debate with colleagues, which we believe to be a source of creativity and innovation.

#### 4. Our goals

- Improve the quality of services.
- Increase our working area in the Adriatic.
- Increase corporate reputation and awareness offline and online.
- Increase the number of new customers.
- Encourage the return of old customers.
- Become the best yacht agency on the Adriatic coast by 2025.

#### 5. Reasons why clients should choose our agency

Customers should choose us because we are a united and creative team, which knows how to listen to them and to offer them the best solution to their requests. We are quick to meet all the needs by providing services at any time of the year, including high and low season. We know how to work in difficult conditions and withstand stress, this allows us to keep a cool head even in the hottest periods of the season. We offer comprehensive services and solve customers' problems by making them feel safe when they choose us as their agency.

Signature

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