

## QUALITY POLICY

It is the policy of Northport Marine Service to endeavor to provide its customers, a service that exceeds their requirements. Customer satisfaction is essential to the continuing success of the Company and is, therefore, a primary objective necessitating the proper planning and control of management and operating practices.

A philosophy of continuous improvement has been adopted by Northport Marine Service to ensure that a quality system will be a continuously evolving program and one that is relevant to the Company's organizational aims and goals as well as meeting the needs and expectations of our customers.

Whilst the final responsibility for the Company's operations rests with the Managing Director, the Company cannot achieve its objectives without the involvement of each individual taking responsibility for the quality of their own work. In order to achieve that level of quality, all personnel are required to participate in and contribute to the activities for the management of quality and continuous improvement. Education and training to understand Company Policy will be achieved through induction and structured training programs.

The following guidelines are essential to the success of the policy and along with our Health & Safety and Environmental principles; they create the foundation of our business. Northport Marine Service endeavor to:

- Adopt complete customer focus in all aspects of our business.
- Adopt Best Practice in all facets of our business.
- Define a clear and detailed organizational structure within our organization.
- Implement a continual improvement process and encourage employee participation within this process.
- Adopt a systematic approach to Management with achievable goals to ensure and support continual improvement within our organization.
- Apply and maintain processes to achieve goals and objectives.

Northport Marine Service will implement this policy by focusing on meeting the needs and requirements of our customers with particular reference to achieving all applicable Statutory/Regulatory and Legal obligations. This process will be supported by our Quality/Health & Safety System and Environmental Management System (**OH&S/QMSEMS**) which will provide assistance in recognizing shortfalls and assist in the initiation of our continual improvement process.

Signed:



Michael Eldrid  
General Manager