

## Quality Policy

### PURPOSE

Swire Pacific Offshore and its affiliates (hereafter known as SPO) are committed to providing safe and high quality offshore Marine Services. This policy sets out how we manage quality to be consistently aligned with our clients' requirements and in conformance with regulatory, contractual, health, safety and environmental requirements (see **Health and Safety Policy and Environmental Policy**). By partnering with our clients and suppliers, we aim to continuously improve the quality of our processes and services provision through our relentless pursuit of best class practices.

### RESPONSIBLE BUSINESS UNIT

Quality, Health, Safety and Environment (QHSE) Department is responsible for upholding this Policy for our offshore operations.

Business Improvement (BI) Department is responsible for overseeing this Policy at SPO offices and all other workplaces ashore.

### APPLICATION

This Policy applies to all employees, contractors and visitors on board SPO vessels and at all other SPO offices and workplaces ashore.

### POLICY STATEMENT

Aligned with our Corporate **Vision** and **Values**, we have implemented a robust Quality Management System (QMS) which complies with the requirements of ISO9001, ISO14001 and International Management Code for the Safe Operations of Ships and for Pollution Prevention (ISM Code). We continually strive to exceed client expectations and we are committed to:

- Provide strong visible leadership in quality management
- Comply with all applicable statutory and regulatory requirements pertaining to its service
- Manage risks and identify opportunities for improvement
- Drive continuous improvement and innovation with a focus on efficiency
- Engage with our employees, contractors, suppliers and third-party personnel/agents (where applicable)
- Develop our employees' competency, enhance empowerment and accountability through effective training
- Communicate quality standards, processes and procedures with all stakeholders including our employees, clients, contractors, suppliers and third-party personnel/agents (where applicable)
- Establish measurable quality objectives and key performance indicators
- Monitor the effectiveness of the QMS by conducting regular performance reviews and audits
- Act diligently to findings to improve the service and share lessons learned
- Seek and respond to client feedback and improvement suggestions
- Influence other service providers, contractors and third-party personnel/agents to provide quality service
- Optimise performance through effective process management, efficient use of resources and reduce cross-functional barriers



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