

# QUALITY POLICY

## THE WORKING LANGUAGE ON ALL OUR SITES, INCLUDING VESSELS, IS ENGLISH

Maritime Craft Services (Clyde) Ltd is committed to conducting its business affairs in such a way as to achieve the highest quality of safety, operation and service to our customers whilst meeting all regulatory and other requirements.

This will be achieved through the establishment, implementation and maintenance of a fully documented Integrated Management System that satisfies the requirements of the current version of ISO 9001, is appropriate to the context of the organisation and supports its strategic objectives.

Senior Management is accountable for the quality of the service delivered to our customers and for ensuring that the commitment to quality is fully realised, this will be achieved by:

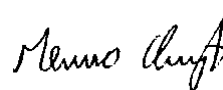
- setting and reviewing measurable quality objectives and ensuring those objectives are met
- providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout the Company
- reviewing the effectiveness of the quality management system and assessing and promoting opportunities for its continual improvement
- promoting a process approach and risk-based thinking
- seeking structured feedback from our customers

Quality will be achieved by a conscious effort from all members of staff, who are trained in their specific area of work, to ensure the achievement of Quality meets the Company objectives and contributes to the effectiveness of the Integrated Management System in place.

This policy is communicated to all employees, displayed at all sites and available on our web site for interested parties, a copy can also be provided on request.



**Nikki Kuyt**  
Managing Director



**Menno Kuyt**  
Managing Director

