

NORSEA GROUP DENMARK

QUALITY POLICY

We shall achieve this commitment by operating in accordance with both our management systems and the requirements of DS EN ISO 9001:2015.

As a result of the quality policy of NorSea Group Denmark A/S, it is to be ensured and documented that our quality performance is continuously improved, and that it has the highest commonly achievable level of:

- product, service and process quality and process safety, cf. specifications approved by customers, internal and approved standards etc.,
- organisational and logistic quality and safety, and quality and safety experienced by customers/users, and
- improved environmental performance and health and safety of employees for the onshore and offshore sectors, taking into consideration regulatory requirements is obtained.

This means that we will:

- offer 24/7 customer support which is characterised by open and honest dialogue and which actively encourages and captures feedback.
- risk assess and operate a robust non conformance procedure which expedites the corrective actions required and ensures that lessons are learned.

Control the selection of suppliers against strict criteria, then, whenever practical, build long term partnerships with selected suppliers while actively monitoring performance.

- offer training and development for our employees so that they possess the competencies required to empower them to develop solutions aimed at improving customer satisfaction while delivering on our overall quality objectives.
- carry out regular internal and third party audits of our internal processes
- prepare SMART quality objectives which reflect our business aims
- conduct management reviews of audit results, customer feedback and complaints
- have written procedures or instructions for all processes and work routines, which are critical for achieving the requested quality and safety of tasks and projects.

To ensure continuous improvement of the effectiveness of the quality system our internal procedures are reviewed regularly and are held in a secure web based quality management system which is made available to all employees on the company's intranet.



Jesper Høj-Hansen
CEO

12 January 2018