



QUALITY POLICY

ARK MARINE SERVICE INC. is committed to ensuring our services conform to our clients' expressed requirements. We are also committed to ensuring our clients' peace-of-mind by engaging them with high levels of integrity, open communications and unambiguous service level definitions. We are committed to ensuring our clients regard us as easy to access and flexible to their changing needs.

The key principles underpinning our Quality Policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed products and services.
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to production and service delivery
- Continual monitoring and reporting of all agreed quality and performance indicators
- Recognition of individuals who demonstrate excellence or innovation in service delivery

We maintain and continuously improve a management system that complies with the requirements of the international standard ISO 9001.

Our quality objectives are to:

- Consistently and efficiently deliver products and services to our clients that comply with their specifications and relevant standards
- Resolve client, employee and supplier queries promptly and in a friendly manner
- Give our clients the utmost confidence in our ability to meet and adjust to their needs

To achieve these objectives, we will act to:

- Ensure high levels of management and staff involvement in achieving stated objectives.
- Continuously engage all stakeholders in meaningful consultation and communication.
- Measure our performance and use this information for the continual improvement of our products and services and Integrated Management System.

Our Quality Policy is applicable to our directors, all employees and subcontractors and to any person or organization that represents us, as well as all suppliers in the conduct of their activities for and on our behalf.

This policy expresses the ongoing commitment by ARK MARINE SERVICE INC. management and staff to understand, regularly review and continually implement these actions.