

# QUALITY POLICY



Bhagwan Marine is a leading provider of marine and subsea services to the Oil & Gas Industry and associated industries within the resources sector. Our core service lines include operating a diverse fleet of vessels that range from Small Craft; Domestic Commercial Vessels (Coastal Trading); and Flag Regulated Vessels; and the provision of subsea Air Diving Services and Remotely Operated Vehicle operations.

Our charter is to excel across all aspects of our business providing consistent and reliable quality of service deliverables to our customers. This service standard is achieved and sustained by following the structured policies, processes, and procedures that are defined within the documented and fully implemented quality management system that provides a clear focus in understanding customer needs and industry expectations.

All aspects of the business are managed through the Bhagwan Marine Integrated Management System (IMS) which is certified in compliance with the internationally recognised *ISO9001:2015 Quality Management System* standard. The Company has established Quality Objectives and Targets defined within the system which are compiled, analysed, and reviewed periodically to ensure performance standards are maintained and continuously improved.

Our quality principles are paramount to the success and sustainability of our business:

- Customer Focus – Clearly identify customer needs and expectations.
- Processes & Procedures – Provide clear processes and procedures to consistently deliver planned objectives.
- Positive Working Environment – Provide a positive working environment for our people to engage through a culture of mutual trust and respect.
- Training – Provide a training program that enhances skills and delivers quality awareness training with specific familiarisation of the Company IMS to all employees.
- Review – Conduct periodic reviews on the effectiveness of our policies, processes and procedures.
- Continual Improvement – Identify opportunities for improvement and develop annual improvement initiatives.

We undertake our corporate responsibly to operate in compliance with statutory obligations, rules, and regulations across all areas of the business.

The IMS is reviewed for relevance and effectiveness at regular intervals and evolves through the Continual Improvement processes.

The Quality Policy applies to all aspects of our business and is our commitment in providing the highest quality services to our clients and we believe that “good quality is good economy”. The IMS is designed to ensure that there is clear leadership and direction in achieving our quality objectives.

This Policy Statement shall be displayed in all Bhagwan Marine Offices and is readily available for review through the IMS. Policies are re-enforced during Company Induction presentations and In-House Training Program.



**Loui Kannikoski**  
Managing Director