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## Quality Policy

### **Purpose**

To provide quality staff, plant and service.

### **Staff**

The quality of our staff is evident in their skill set, a skill set we encourage to grow each year through our personal professional development policy.

We have a minimum certification requirement, inline with the MCA and workboat code as to what qualification staff, in particular skippers, must possess to run the different vessels we operate.

### **Equipment**

#### Boats

All workboats are coded under the national work code, which stipulates everything from how the boat should be built to how many flares are required on board. This involves all the boats being surveyed once a year as part of a five-year cycle. These surveys take place in or out of the water depending on the year and highlight any problems there may be with the boat. Any defects requiring attention must be rectified before the surveyors can sign off. Every boat displays a disc showing that a survey has been carried out in the past year.

In addition to these surveys the personnel on board must carry out regular recorded inspections, split into daily, weekly and monthly. There are also logged engine and generator checks as per the manufactures instructions

## Barges

In order to keep the quality of the barges we supply we insist that they are surveyed before and after every hire. The on hire survey allows the hirer to get an idea of the barges condition prior to use so if there is any damage they will not be liable for repairs. In the same way as with the on hire, the off hire survey traces what, if anything, has been damaged during the hire. The hirer must repair these items immediately so that it is ready to go on its next job. Carrying out these regular surveys the condition of the barges is under frequent scrutiny keeping the quality of the plant high.

In addition to these surveys, CW1, CW3, CW4 & CW7 are coded meaning, like the vessels, they are inspected at regular intervals. The coding of these vessels allows them to be towed from port to port without dispensation. When the others are required to go out to sea they will get an inspection to determine whether they are in a sound condition.

## **Service**

The quality of our service is evident in the number of our repeat customers. We strive to provide the best service for our clients by having competitive prices, while not compromising quality, operational flexibility and being able to provide multiple types of plant resulting in a one-stop shop. If we are not able to provide a piece of plant then we will try and locate it through our numerous contacts in the marine industry and ones connected to it

The staff are very important. They are the face of our company and we strive to make sure that they have the knowledge base and experience to carry out the many different jobs we undertake in a safe and efficient manner. This is achieved by having a high staff retention rate and any new staff learning quickly from their skill and experience.



**Position:** Director

**Last Review:** January 2021

**Next Review Due:** July 2021