

QUALITY POLICY

OBJECTIVE

Quality is fundamental to us attracting and retaining customers, suppliers and individuals to work in our business. To us quality is synonymous with sustainability, measured through the health and wellbeing of our workforce and the communities and environments in which we operate and a financially profitable business.

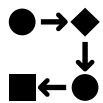
Our objective is to always deliver quality service offerings through sustainable business practices.

PRINCIPLES

We will achieve our objective through:



A commitment to set Quality Objectives which will be measured, monitored and analysed for opportunities for improvement.



A process approach to managing our business, captured in an integrated quality, health and safety and environmental management system.



Making business decisions using a risk management approach which is evidence based and puts sustainability as the highest priority.



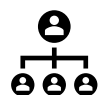
Providing tailored services using, wherever possible, standard, readily available tools and systems to simplify interactions and enable easy integration with customer systems.



Understanding and meeting customer needs and expectations through clarity in contractual commitments and ongoing dialogue with our customers.



A Plan > Do > Check > Act cycle for our activities which enables everyone engaged in the business to participate in continuous improvement. Within the guidelines of our IMS, allowing experimentation and failure as a healthy and valid means of improving our business.



Leadership commitment by placing personal responsibility for our integrated management system with the CEO.



Fostering engagement in our staff and contractors by providing clarity in their roles and the systems they must use, respecting their competence and autonomy to carry out the work and holding them accountable for their work outcomes.

SCOPE AND ACCOUNTABILITIES

This policy applies to all work undertaken by employees, contractors and joint venturers when under Laveer's operational control and engaged in provision of corporate and operations management services and direct provision of marine pilotage and other marine-related services.

The responsibility for the application of this policy rests with all employees, contractors and joint venturers engaged in such activities under Laveer's operational control.

Laveer's CEO is responsible for the promotion of this policy and is responsible for the company's integrated management system, through which the policy is applied.

The Laveer Board is accountable for this policy and regularly reviewing it and updating as required.

