



QUALITY POLICY

OSD is a leading engineering, operations and commercial services provider that provides whole of life services to asset owners in a range of market sectors including oil & gas, pipelines & facilities, process & refining, and water & hydro-transport.

OSD fosters a culture that respects people for who they are – be they our clients or our fellow team members – recognising that we all share similar core values. We strive to behave with integrity, truth and competence in all our dealings. We call this 'The OSD Way'. All team members have a role to play in ensuring OSD delivers a quality service.

OSD is committed to providing a high quality service which satisfy the requirements and expectations of each client by:

- Having a clear understanding of their needs and delivering to those needs – on time and within budget and in accordance with the contract requirements
- Regularly communicating progress with our clients in an open and transparent fashion, no surprises
- Recruiting highly skilled and competent team members and continually developing those team members
- Complying with regulatory and statutory requirements and applicable codes and standards
- Maintaining and promoting an effective and efficient Quality Management System in accordance with the requirements of ISO 9001
- Setting and measuring business Key Performance Indicators to ensure that we are tracking performance and doing what we can to continuously improve
- Providing sufficient resources to ensure that there is sufficient awareness of our Quality Management System expectations to the appropriate level within the organisation
- Maintaining our business within our strategic goals and objectives to establish our competitive position in the market thus enabling OSD to meet or exceed the needs and expectations of all stakeholders

Through adherence to this policy our clients benefit by working with a team that understands the client's needs, delivers to its promises and provides fit for purpose solutions.

Next review date: January 24, 2020

Linton Burns
Managing Director

24/01/2018

Date