



## **FUGRO GROUND GEOPHYSICS – QUALITY POLICY (POL 06)**

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### **GENERAL POLICY**

Fugro Ground Geophysics is dedicated to providing superior quality ground geophysical services & instrumentation to our clients worldwide.

#### **We aim to:**

- Provide a consistently high standard of service to customers;
- Ensure that the business continues to reflect best industry practice;
- Achieve continuous improvement within and between jobs;
- Ensure staff skills continually meet the needs of customer jobs; and
- Meet the performance requirements agreed with the shareholders.

The Business Management System (BMS) defines the control processes to be used to ensure that this policy is fulfilled and it is the instrument of authority by which all employees will perform their respective duties. We are committed to maintaining the BMS such that it complies with the requirements of ISO 9001 and have established a set of quality objectives which are reviewed on a regular basis (see FGG-CM-R02).

The company believes that this policy will ensure:

- its position as a viable and competitive supplier of the above surveys, instruments and services;
- industry excellence in its business and operational processes;
- staff fulfilment; and
- enhanced shareholder value.

In support of the BMS, the company has established Customer Charters outlining the standards of service that we are committed to providing to our valued clients.

### **RESPONSIBILITIES**

The responsibility for developing and maintaining relevance of the Company's Quality Policy rests with the Managing Director.

The responsibility for deploying this policy rests with the Manager of each company: Fugro Ground Geophysics (FGG) and Fugro Instruments (FI). They will ensure that this policy, associated procedures and job descriptions are understood and implemented at all levels.

It is the responsibility of all employees to familiarise themselves with this policy statement and to comply with the requirements defined in the Business Management System.

Kathlene Oliver  
MANAGING DIRECTOR

Application: Fugro Ground Geophysics  
Effective Date: 16<sup>th</sup> January 2012