

Quality Policy

Introduction

The objective of Orchid Haze Maritime EOD Ltd is to deliver consultancy, as well as end-to-end Project Management expertise in the field of risks associated with high explosive events in general and unexploded ordnance whilst satisfying fully, and exceeding the expectations of our customers by setting and surpassing the highest standards possible for the provision of quality services alongside innovative technical expertise.

Definitions

The following are provided for to assist in understanding of this policy:

- *Quality*, the standard of something as measured against other things of a similar kind; the degree of excellence in something.

Process

In order to achieve this objective, Orchid Haze Maritime EOD Ltd will maintain an effective and efficient Quality Management System (QMS) based upon the requirements of ISO 9001:2015 which will:

- Maintain and continuously develop a best practice, process oriented Integrated Management System (IMS) which will satisfy the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 standards whilst:
- Achieving continual improvement with the objective being zero complaints.
- Encouraging opportunities for continual improvement in the effectiveness of systems in all areas of business management.
- Effectively communication of this policy to all employees and contractors.
- Conducting an annual management review to monitor the overall effectiveness and suitability of this policy, establishing and reviewing of objectives, and agreeing appropriate changes with stakeholders.
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process
- Proactively seek feedback from customers on how well services met requirements
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable Orchid Haze Maritime EOD Ltd to create and deliver a reliable performance
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets requirements.
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes
- Ensure that all employees are committed to the effective implementation of the QMS
- Ensure that appropriate compliance obligations are met

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

This Policy is publicly available to interested external parties upon request.

This Policy will be regularly reviewed to ensure its effectiveness. Internal control systems and procedures will be subject to audit under the internal audit process.

Signed on behalf of Orchid Haze Maritime EOD Ltd:

Signed

A handwritten signature in black ink, appearing to read 'Craig Tower', with a horizontal line extending to the right.

Name: Craig Tower
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