



## QUALITY POLICY

Glacier Energy Services (Glacier) and its subsidiaries, aim to provide defect free products to its customers on time and within budget. Glacier's philosophy is one of continual improvement regarding its business standards, ethics, and processes in meeting the requirements and expectations of its employees, customers and applicable standards.

Glacier is committed to the provision of a defect free service of its design, manufacture and sale of portable machining equipment, its application of corrosion resistant alloy and low alloy weld overlay, inspection through non-destructive testing, heat transfer equipment inspection, repair, manufacture and replacement services.

The Glacier quality objectives are to manage the organisational infrastructure to honour our commitment to our customers for deliverable products and services by;

- Effective outcomes which are agreed, achievable and specific
- Efficient outcomes are achieved 'First Time' using planned resources and processes
- Deliverable service results when and where required while maintaining professional performance levels

**Glacier Management team are committed to:**

- Ensure that customer needs and expectations are determined and fulfilled.
- Communicate throughout Glacier group the importance of consistently meeting customer needs and all relevant statutory and regulatory requirements.
- Establish Quality objectives which are **Specific, Measurable, Achievable, Realistic and Time bound**
- Ensure that Management Reviews set quality objectives and reports on the Internal Audit results as a means of monitoring and measuring the effectiveness of the Quality Management System
- Ensure the availability of resources to continually improve on existing processes and systems.

**Continually Improve Our Performance By:**

- Maintaining and analysing records of identified non-conformances internally and externally.
- Setting and implementing annual quality objectives and targets.
- Auditing our Management System Performance and acting on identified actions.
- Management of corrective and preventative actions to prevent repeat non-conformances.
- Implementing improvements based on the results of audits, monitoring and reviews of our quality policy, procedure and associated systems.
- Engaging in an open and transparent manner with customers, suppliers and employees to identify and share opportunities for improvement.

This statement is endorsed by the Board of Directors and recognises the signature of authority below on their behalf.

A handwritten signature in black ink, appearing to read 'S. Martin', is written over a horizontal line.

Scott Martin  
Executive Chairman

Date: 17 / 11 / 16