

QUALITY POLICY

Tasman Oil Tools (a subsidiary of Northbridge Industrial Services plc) recognizes the value of customer satisfaction and is fully committed to supplying the products and services to meet the needs of its customers.

Our success will be measured by exceeding our customer expectations in quality, on-time delivery and competitiveness.

The needs and satisfaction of our customers are considered critical success factors for the company and are continually monitored and assessed.

We will continue to develop our operational capabilities to ensure they address the needs of the markets we are serving.

To maintain these aims and other quality objectives requires continual improvement in the functions carried out within the company and a sustained commitment by all personnel, together with the development of strong supplier and subcontractor relationships to ensure external support functions contribute to our business objectives.

Quality Assurance is fundamental to all work undertaken by the company and is practiced by all personnel as part of their daily activities. Quality is enhanced by working in a systematic manner, in accordance with a formalized procedures and work instructions.

Tasman Oil Tools encourages and promotes a Fix, Prevent and Improve (STOP) Work Program for Quality. Through this program employees are empowered to identify risks to quality and opportunities for improvement.

The Quality Management System is based on the requirements of **ISO9001:2015** and adherence to the system is required of all company personnel. The system and this policy are subject to regular review.

This policy is promoted and displayed in our workplaces. New employees are inducted in quality awareness and the company Quality Policy.

We firmly believe that this commitment adds value to our customers, employees and shareholders.



Ian James Gardner
Regional Managing Director

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Tasman Middle East

Tasman Oil Tools FZE

PO Box 262559
Jebel Ali Free Zone, Dubai
United Arab Emirates

Tasman Qatar

PO Box 40767
Al-Shahaniya, Doha Qatar

Tasman Egypt

118 Street 270, 3rd Sector, New Maadi
PO Box 11436
Cairo Egypt

Tasman Australia

Tasman Oil Tools Pty Ltd

27 Jackson Street
Bassendean, W.A. 6054

Tasman Oil Tools Pty Ltd – Darwin Branch

2 Cochrane Road, East Arm NT 0822

Tasman New Zealand

Tasman Oil Tools Ltd

13 De Havilland Drive West
Bell Block 4312
New Plymouth 4341