

POLICY

Quality Management

The Engage Marine Group is a leading provider of integrated marine services, including towage solutions, port operations, vessel management, draught surveying and marine consultancy.

Our purpose is to *engage with all our stakeholders and change the way marine expertise and services are delivered.*

With multiple operations throughout Australia, the Engage Marine group and all associated entities are committed to delivering services that meet or exceed client and industry expectations.

To implement our Quality Management policy, we are committed to:

- Establishing, documenting, implementing and maintaining a Quality Management System with measurable objectives and targets that complies with international standard ISO 9001
- Providing the infrastructure and resources needed for quality, including the training and development of our people
- Defining and communicating quality responsibilities
- Understanding client's requirements prior to commencing any work
- Maintaining an integrated communication process
- Continually reviewing our quality objectives and performance
- Planning and conducting regular audits and management reviews of our quality management system, to ensure its ongoing suitability, adequacy, effectiveness and continuous improvement
- Meeting client needs and expectations whilst also complying with all applicable legal and contractual obligations
- Ensuring quality issues and non-conformances are resolved through effective and expeditious corrective actions and continual improvement processes
- Ensuring open and honest appraisal and communication of audit results and performance data, including our successes.

We recognise that the success of our quality commitments is dependent on support and involvement from all levels of our organisation.



Mark Malone
CEO
October 2020



HOME
SAFELY
EVERY
DAY