QUALITY & CUSTOMER SERVICE POLICY

As a world class provider of engineered solutions to the offshore energy industry, delivering the highest quality Professional service and products to our customers is fundamental to CDC's business success.

At CDC, our objective is to deliver products and services that are **BETTER THAN EXPECTED**. We achieve this through our exceptional people who are committed to their clients and supported by technical excellence and robust systems that are continuously improved.

To implement this policy and maintain our commitment, management and staff will:

- Establish, document, implement and maintain a Quality Management System with measurable objectives and targets

- Provide the infrastructure and resources needed for quality; including the education, training, skills and experience of our people;

- Define and communicate quality responsibilities and authorities;

- Understand customer requirements prior to commencing any work;

- Maintain and improve integrated communication processes;

- Continually review our quality objectives and the strategies that underpin them;

- Plan and conduct regular audits and management reviews of the quality management system and operating practices to ensure its ongoing suitability, adequacy, effectiveness and evolution;

- Meet or exceed customer needs and expectations whilst complying with all legal and contractual obligations;

- Ensure quality issues and non-conformances are resolved through effective and expeditious corrective and preventive actions; and

- Foster a culture of open and honest appraisal and communication of audit results and performance data, including our successes.

CDC recognizes that building value for its employees, customers and shareholders is underpinned by the quality of its products and services.
This requires the total commitment and cooperation of management and staff – a unified approach.

It is the responsibility of all individuals to enhance our reputation as a customer focused company that consistently delivers the highest quality.