

Mermaid Subsea Services (Known as MSS or the Company) specialises in the provision of Services to the Maritime, Oil and Gas and related industries. Such Services include Vessel Operations, Diving, ROV, Construction, Installation, Inspection and Servicing (collectively the “Services”). It is the ultimate objective of MSS to provide Services and equipment that will satisfy client requirements in the most efficient and cost effective manner.

The industries within which the Company operates place a continued emphasis on Safety, Quality and Fitness for Purpose covering all aspects of the Services supplied. MSS is totally committed to using its best available resources in order to achieve these objectives in such a manner as to meet Clients' expectations first time, every time. In line with this commitment, MSS issues this restated Quality Policy (“Policy”).

The MSS system for Safety, Health, Environment, Quality and Security (SHEQS) is detailed in the Company’s SHEQS System of controlled documented procedures.

MSS is committed to the implementation and continued improvement of our Safety Health Environment Quality and Security (“SHEQS”) System which is compliant with the requirements of ISM, ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 in order to ensure the highest level of quality in contract performance and servicing for clients as well as a moral obligation to honour its commitment to the total protection of the environment.

This system of Management is designed to allow for total compliance with regulatory and Clients' requirements. Company Quality Objectives have been established and include:

- Customer satisfaction, ensuring that the reporting and actions resulting from customer feedback and/or complaints, non-conformances and audit findings are completed timely and effectively.
- On time delivery and completion of projects to required specifications
- Accuracy of work and data produced to required specifications
- Continuous improvement and development of Company processes and personnel with a training target of 3% overall man hours
- Continuous development and implementation of a quality Management system to achieve these objectives require the full cooperation and commitment of all Management and Employees

To achieve these Targets and Objectives, Senior Management of MSS requires the full cooperation and commitment of all Employees to maintain and continually improve the Company Policies. Senior Management shall ensure that all Employees are provided all the resources necessary for the successful implementation of the Company Policies.

Each Manager at MSS shall be responsible for continually monitoring, measuring and analysing the implementation of the SHEQS System in order to ensure its implementation, effectiveness and continued suitability.



Paul Whiley
Chief Operating Officer
02 December 2021

Darren Morgan
Executive Vice President – Subsea Services
01 September 2017