


Section 02 – Company Policies		ALL VESSELS Approved by: General Manager
00 – Company Governing Management Manual		
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Prepared by: KOO	Revision: 01	Date: 10.04.2015

Opstad Shipping AS is committed to achieve superior satisfaction levels for its customers through a Safety Management system while complying with applicable standards and specifications.

Opstad Shipping AS has the following objectives as indicators of success:

- To create value for our customers.
- To be known for quality and soundness.
- To have a reputation of being an attractive business partner who can be trusted and relied upon.
- To have highly competitive staff that can meet stringent requirements.
- To earn sound profits based on manageable risk.
- To be highly competitive among ship owners serving the same market area.
- Being one of the leading shipping companies within our niche.

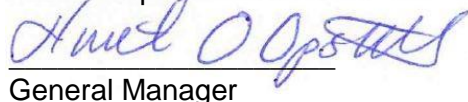
Customer satisfaction is the basis for our business philosophy. We will be attentive to the challenges of our customers, and strive to find optimal solutions to their needs. We will reach our objectives by the following principles.

- Quality is a line management responsibility. Employers in Opstad Shipping AS shall prove full commitment and participation to the Safety Management System.
- The Safety Management system is applicable to all employees and third parties involved in Opstad Shipping AS activities.
- SMS system is a continuous improvement process and each and every employee is encouraged to actively participate in this process.
- The Company shall assure training to all employees in such a way that they can perform their individual responsibility to their full potential.
- Effective control mechanisms, including audits and reviews are established to objectively evaluate the adequacy of the Company Safety Management system.

The General Manager of Opstad Shipping AS carries the ultimate responsibility for the Company's commitment to the SMS system. Each and every employee is expected to be equally committed and to dedicate themselves to the achievement of Total Management throughout the Company.

We expect our employees to maintain high ethical standards in everything they do – both in the work performed by our Company and when serving our Clients.

Knut O. Opstad



General Manager