



## QUALITY POLICY

SHEARWATER ADVENTURES aims to exceed customer satisfaction by offering a safe and enjoyable experience that offers value for money.

We can do this by ensuring documented standards are established that meet the safety, security, operational and economic objectives of the company. This is achieved through total commitment to the Safety and Quality Management activities at every level within the organization.

Fundamental to this is the operation of effective Quality Management Systems ensuring the standards we require are met whilst demonstrating continued compliance with the legislative requirements.

Quality within SHEARWATER ADVENTURES is the responsibility of everyone and the implementation of our quality policy will be through our people and their motivation, education, training, and competency. Continued development of our employees will ensure that we are able to meet the demands of the organization.

We aim to ensure our product experience meets the highest standards of safety and reliability. We will achieve this through working to defined, accepted processes, using approved data, with suitably trained, capable, and empowered people whilst using the Quality Management Systems to enable us to confirm our strengths and identify areas of improvement both in a reactive and proactive manner.

We aim to continually improve our compliance management through continuous monitoring and measurement, regular review and adjustment of quality objectives and targets, and diligent achievement of these.

It is the policy within SHEARWATER ADVENTURES to encourage a fair and just culture, to help the establishment of the root cause(s) of events so that robust corrective action(s) can be put in place to ensure a repetition does not occur, thereby continuously improving the Quality of our product experience, working practices and environment.