



Quality Policy

At ChagTerms (Trinidad) Limited Quality through operational safety, health, environmental protection and service excellence is of utmost priority. We are committed to providing our services at quality standards which exceeds our customer's expectations. We strive to continuously improve our business while protecting our customers, our people, our assets and the environment.

The ChagTerms Quality Management System serves to support our Vision and Mission which will be achieved by the following:

- The implementation of a Quality Management System that meets or exceeds the requirements of the ISO 9001-2015 Standard and simultaneously the laws of Trinidad and Tobago.
- The building of a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding and satisfaction of their needs and expectations.
- To ensure all staff are aware of the Quality Management System and their responsibility and are suitably equipped to implement the System during all operations.
- To monitor, audit and review consistently our processes to effect the use of relevant proactive methods at all levels, ensure reliable risk management and achieve the highest quality standards.
- Drive continual improvement and development based upon efficient business processes, well-defined measurements, industry best practices, and customer consultation.
- To provide the necessary resources for achieving our quality objectives and the realization of this policy.

A handwritten signature in blue ink, appearing to read "Natasha Fournillier", positioned above a horizontal dashed line.

Natasha Fournillier
General Manager
July 01 2017