



Quality Policy 2025

PART OF THE
**NORTHERN
OFFSHORE
GROUP** //







Purpose

Northern Offshore Services (N-O-S) is committed to delivering high-quality services and solutions at sea, aligned with ISO 9001 requirements. Our goal is to ensure customer satisfaction, compliance with legal and regulatory requirements, and continuous improvement across all operations. This policy integrates our company values and supports the BEST365 vision

Scope

This policy applies to all N-O-S operations and employees. It is aligned with the N-O-S Code of Conduct and supports collaboration with customers, partners, and contractors to achieve quality objectives.

Impacts, risks and opportunities

This policy is based on our continuous improvement process and quality-related impacts, risks and opportunities (IROs) identified in N-O-S double materiality assessment (DMA) from both materiality and financial perspectives.

The most important IROs from the DMA are:

- BEST365
- Legal compliance and governance
- Responsible supply chain



Our Commitment

BEST365

Business Minded

We need to be profitable every day to be able to secure the company's future existence.

Efficient & Flexible

We need to be efficient and flexible every day to add value for our customers.

Skilled & Innovative

We need to be professional every day to add value for our customers.

Trust

What we say is what we do. Our word is our bond, every day.

Legal compliance and governance

N-O-S commit to full compliance with all legislation, regulations and ethical standards governing our operations.

Responsible supply chain

N-O-S commit to handling our suppliers through their approval of our Code of Conduct, regular supplier evaluations, and on-site assessments at our most critical suppliers.





Targets and fulfilment

The target for this quality policy is published in the annual Business plan, the fulfilment of the targets is presented at the Management System starting page, at the monthly meetings, crew letters and in the annual Sustainability report.

N-O-S targets connected to ISO 9001:

- All employees shall pass the annual education in assigned policies
- Customer satisfaction minimum of 3.8
- Comply with all legislation, regulations and ethical standards governing our operations
- Evaluate suppliers according to the audit plan

Allocation and responsibility

Department managers are responsible for implementing the policy, ensuring that all processes are aligned with this statement. All employees are responsible for understanding and following this policy in their daily work.

Policy Review

The management team is responsible for overseeing and updating the policy annually.

Speaking up

At Northern Offshore Services' website we have a whistleblower link for anonymous reporting of non-conformities that is in compliance with N-O-S policies.

Supporting documents

N-O-G Code of Conduct
ISO 9001 Quality Management System Manual

Northern Offshore Services

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