

## Why are ISO and OHSAS certifications valuable?

The ISO and OHSAS certifications provide assurance to TOTE's customers, suppliers, and partners that TOTE continually improves service to meet the requirements of customers, including delivering cargo on time and without damage, while protecting the environments in which we operate and the health and safety of employees, partners, suppliers, and visitors. Certification allows us an advantage over competition as we demonstrate our commitments to health, safety, and the environment while providing quality service, continual improvement, and increased efficiency. Additionally, many of TOTE's customers are ISO and/or OHSAS certified and expect the same from their freight providers.

## What are ISO and OHSAS certifications?

The requirements for certification under the International Organization for Standardization (ISO) are both rigorous and highly respected. TOTE is certified by Det Norske Veritas (DNV) to ISO 9001:2008 for quality management systems and to ISO 14001:2004 for environmental management systems.

Additionally, the Occupational Health and Safety Assessment Series (OHSAS) provides guidelines for management systems for health and safety. TOTE is certified by DNV to OHSAS 18001:2007.

**Quality** – To be certified, an ISO 9001:2008 system must consistently provide service that meets customer and applicable statutory and regulatory requirements and enhance customer satisfaction through the effective application of the system, including processes for continual improvement and the assurance of conformity to customer and applicable statutory and regulatory requirements. Other processes include the control of documents and records, management commitment and responsibility, resource management, and planning and provision of service. ISO 9001:2008 is the only universally recognized certification of a company's quality system. TOTE has been ISO 9000 certified since December 23, 1998.

**Environment** – A certified ISO 14001:2004 system must commit to the prevention of pollution, compliance with legal and other requirements, and continual improvement. Processes that support these commitments include the identification of environmental aspects and impacts; establishment of objectives, targets, and action plans; communication within the system as well as with external interested parties; control of documents and records; and maintenance of and adherence to procedures to control and minimize negative environmental impact, including emergency preparedness and response. TOTE has been ISO 14000 certified since July 5, 2007.

**Health and Safety** – OHSAS 18001:2007 requires a certified health and safety management system that is committed to the prevention of injury and illness, compliance with legal and other requirements, and continual improvement. Processes that support these commitments include the identification of health and safety hazards and risks; establishment of objectives, targets, and action plans; communication within the system as well as with external interested parties; control of documents and records; and implementation of, maintenance of, and adherence to procedures

to control and minimize health and safety hazards and risks, including emergency preparedness and response. TOTE has been OHSAS 18000 certified since April 8, 2009.

## **What are TOTE's quality, health, safety, and environmental policies and objectives?**

### *Quality*

#### ***POLICY***

- TOTE is committed to exceeding our customer's expectations.
- TOTE will identify clear objectives, measure and review our performance, and strive for continual improvement.
- TOTE's management is committed to supplying the resources necessary to provide quality service.

#### ***OBJECTIVES***

- Deliver cargo and equipment on time
- Deliver cargo and equipment without damage

### *Health, Safety, and Environmental (HSE)*

#### ***POLICY***

- TOTE is committed to reducing, reusing, and recycling material used in our workplace.
- TOTE is committed to continual improvement and the prevention of pollution, injury, and ill health.
- TOTE is committed to creating a clean, safe, and healthy working environment for our employees through compliance with relevant laws and regulations.

#### ***OBJECTIVES***

- Improve the management of non-hazardous waste and recycling
- Reduce energy consumption
- Prevent injuries and workplace illness

If you have a suggestion that would help TOTE exceed your expectations in service, protect the health and safety of employees, or protect the environment, we encourage you to e-mail [quality@totemocean.com](mailto:quality@totemocean.com) or contact your sales representative.