



## FUGRO GROUND GEOPHYSICS - CUSTOMER CHARTER

The aim of this Charter is to provide you, our valued client, with a clear understanding of the standards of service that you can expect from us, your rights and responsibilities. We have implemented an integrated Business Management System (BMS), encompassing Quality, Safety and Environment, to ensure that we provide you with a safe and high quality service. We are an EEO employer who does not tolerate discrimination or any form of harassment in our workplace.

### Sales & Quotations

We will:

- Respond within one (1) working day of receipt of a request for quotation (RFQ) to acknowledge the RFQ and provide a timeline for the submission of our response
- Work with you to design the most effective and cost efficient survey to meet your exploration needs and specifications
- Provide our quotation within five (5) working days, or by the specified time, for RFQs for work within Australia
- Provide our quotation by the specified time for RFQs for work outside Australia
- Keep you informed through monthly emails of our crew availability and work locations, unless you wish to opt out of these emails
- Actively identify and manage hazards through the Hierarchy of Controls to ensure that our operations are conducted as safe as reasonably practicable
- Complete a full risk assessment, with your input, prior to commencing your geophysical program, documenting the controls in a comprehensive Job Safety Plan (JSP) which includes a Journey Management Plan (JMP) for mobilisation and demobilisation, the Emergency Response Plan (ERP), and Risk Assessment (RA) for survey operations. Once on site the crew will complete a Job Safety Analysis (JSA) to identify any new or unknown hazards. Only after the JSP and JSA have been approved will we issue the Permit to Work (PTW) and acquisition can then commence

### Management of Geophysical Programs

We will:

- Provide you with weekly updates on the scheduled start date of your geophysical program
- Provide you with weekly updates on our progress on your geophysical programs
- Inform you within one (1) working day of any incidents or extended equipment breakdown problems
- Provide you with data on a weekly basis, or other agreed schedule, during the acquisition of your geophysical program
- Ask you for feedback on our performance so we can improve our systems and service through our Client Review system
- Respect your privacy and confidentiality
- Provide copies of project safety documentation to you upon request
- Provide all necessary training and PPE to our personnel to enable them to complete their job safely and competently
- Minimise the impact of our operations on the environment, as much as reasonably practicable
- Obtain ISO14001 certification of our Environmental Management System by December 31<sup>st</sup> 2011
- Provide copies of our Management Systems to you upon request or welcome you to audit our systems
- Strive to continuously improve our Management Systems through audits, inspections, drills, hazard identification and management, incident reporting and investigation, and training programs

### Health, Safety and the Environment

We will:

- Provide a safe working environment for our employees, clients, visitors and sub-contractors
- Maintain certification of our Safety Management System against International Standard OSH18001

### Complaints

We will:

- Take all complaints seriously: investigate and resolve all complaints about our service within 15 business days of you contacting us

### Your Rights and Responsibilities

- You have the right to courteous, safe and efficient service. Please report any deficiencies immediately
- Advise us within 24 hours if damage occurs to any of our assets on your property
- Ensure all permits and land access are in place
- Participate in the hazard identification process
- Provide us with as detailed information during the quote stage to enable us provide you with the best possible service and price
- Contact us immediately if you have a dispute on an invoice or are aware of a possible delay in payment

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