



RTC Quality Statement

We will perform services for our clients in conformance with established policies, procedures and current requirements. ***Our work will be done right the first time, every time.***

Client satisfaction is our first priority. Realizing this can only be accomplished by conducting our business with the safety of personnel and sincere regard to the protection of the environment as our guiding principles.

The following basic principles shall guide relationships with our clients and serve as objectives for quality service;

- Every single person at Reinauer is responsible for client satisfaction. It is a vital part of every job level of the organization.
- We will continually seek our client's input, listening for ways to improve client satisfaction.
- We will team with our client's to share risks, improve communication and maximize value.
- We will maintain flexibility in our business practices and procedures allowing us to adapt to the changing needs of our clients.
- We will look for innovative ways to solve our client's problems, taking advantage of our reputation for ingenuity in devising unique equipment and operational methods.
- We will respond to the needs of our clients with a sense of urgency and underlying attitude of appreciation for their business.

Our Quality statement is posted at our corporate office, on our SQEMS program and onboard our vessels to act as a reminder to our work force of Reinauer's commitment to client satisfaction.



ISO 9001

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