

## ISO 9001:2015 CERTIFICATION – QUALITY MANAGEMENT SYSTEMS



The Geos Group regularly conducts a full review of its Quality Management Systems, ensuring compliance with the ISO9001:2015 quality management standard. The standard helps businesses and organisations become more efficient and improve customer satisfaction. It is based on eight principles that senior management must demonstrate in the running of their organisation: Strong leadership, customer focus, a process culture, continual improvement, mutually beneficial relationships with suppliers, evidence-based decision-making, an integrated systems approach, and the engagement of staff.

The audit involves examining in great detail all of the business processes we have in place, from taking an initial telephone enquiry to delivering fuel to our customers' vessels and everything in between. We review all of our operational procedures, safety precautions and legal obligations at our physical locations. As the charterer of oil tankers, we review our responsibilities in terms of maintenance, scheduling and efficiency. All of our internal policy documents are reviewed, including our terms and conditions relating to sales and purchases, our modern slavery statement and compliance with GDPR data-handling regulations. Within the review process, we also consider our staff training policies and human resource administration systems.

Having a full ISO9001 certification demonstrates that The Geos Group has robust and professional Quality Management Systems in place. This gives a level of assurance to existing and potential customers and suppliers, and enables us to progress smoothly through corporate pre-qualification and tender exercises.