



## QUALITY POLICY STATEMENT

*Intercontinental Terminals Company's focus is to provide **quality service and facilities** through the **continuous improvement** process for the **benefit of our customers, associates, and community**.*

Intercontinental Terminals Company (ITC) is dedicated to quality and continuous process improvement for both our customers and our associates.

ITC will demonstrate leadership and commitment with respect to customer focus by ensuring that:

- Customer and applicable statutory and regulatory requirements are determined, understood, and met consistently;
- The risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed; and,
- The focus on enhancing customer satisfaction is maintained.

To achieve this we will:

- Act according to ITC's Core Values of **Safety, Honesty, Integrity, Dedication, and Respect**
- Develop, implement, and maintain an effective system of procedures and processes to plan, implement, and control activities to meet regulatory and customers' requirements.
- Set targets and measure progress to ensure continuous improvement of organizational processes and service.
- Provide education and training for our associates to help them meet their responsibility for service quality in order to reach or exceed our Customer's expectations.
- Establish and maintain the infrastructure to provide **Safe** and effective operations.
- Observe and comply with all applicable regulatory and customer requirements.
- Provide accurate information to assess performance.
- Encourage associate involvement at all levels of the business in establishing and achieving Operational Excellence goals to attain ITC's Vision:

***"ITC is a safe and dedicated partner whose associates are recognized as proud leaders in customer care and operational excellence."***

Bernt Netland, President & CEO  
Date: March 23, 2020

**SAFETY ~ HONESTY ~ INTEGRITY ~ DEDICATION ~ RESPECT**