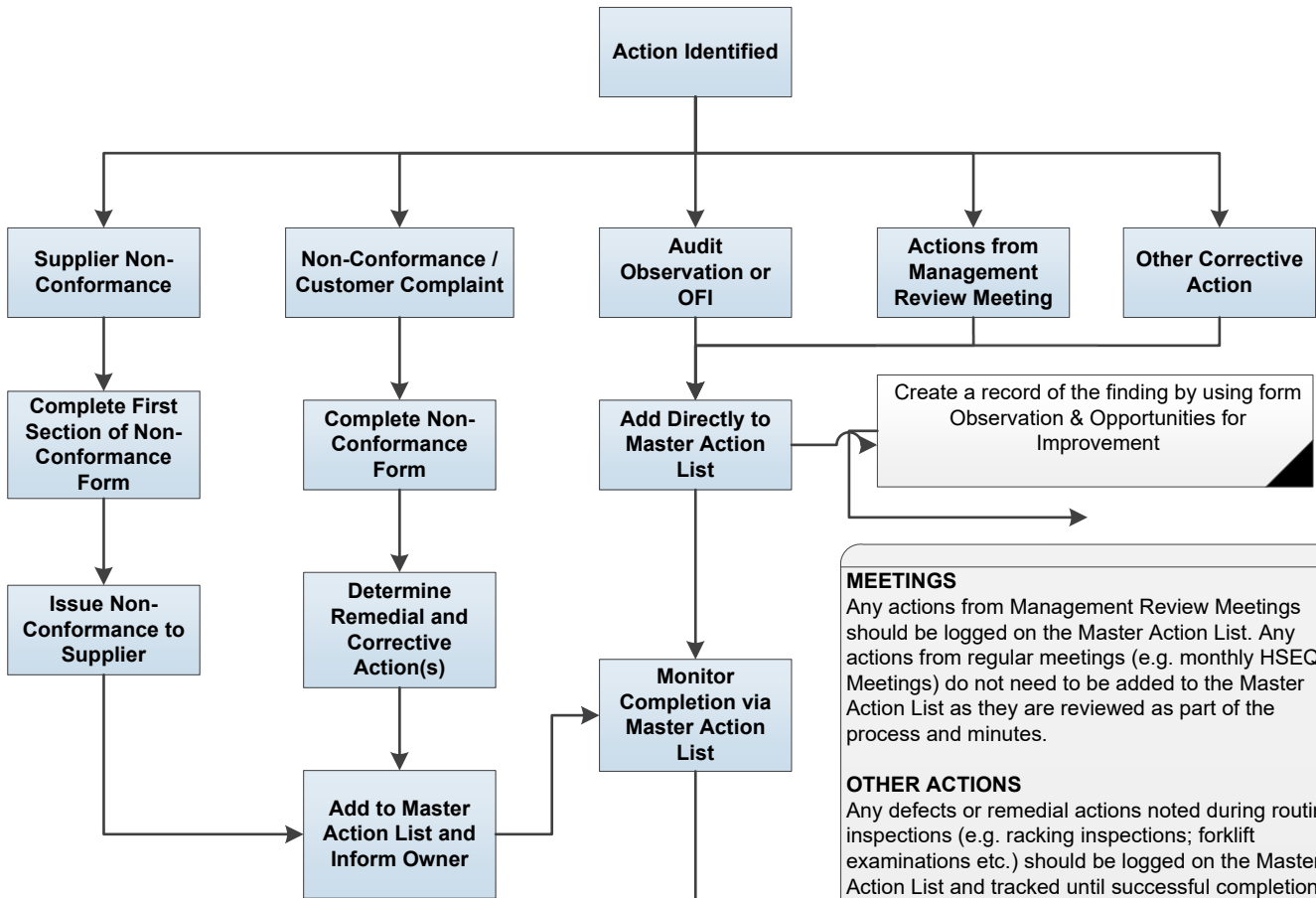


IMPROVEMENTS

The purpose of this is to capture the variety of improvement processes which are used and/or established to record, action and verify issues where improvements to services, working practices, business management and/or HSSEQ have been highlighted.



Each item on the Master Action List is reviewed within 3 months of closing to determine whether the action has been effective. The Master Action List is updated accordingly. Where an action is found to be ineffective, the item may be re-opened.

Effectiveness is also measured through the following:

- Internal Audits
- Management Review
- Trend Analysis
- Departmental Communications
- Lessons Learnt Matrix

Monitoring and Measuring Activities related to Process:

- Number of Non-Conformances
- Trends in Cause / by Department / by Client / by Supplier
- Auditing

MEETINGS
Any actions from Management Review Meetings should be logged on the Master Action List. Any actions from regular meetings (e.g. monthly HSEQ Meetings) do not need to be added to the Master Action List as they are reviewed as part of the process and minutes.

OTHER ACTIONS
Any defects or remedial actions noted during routine inspections (e.g. racking inspections; forklift examinations etc.) should be logged on the Master Action List and tracked until successful completion.

NON-CONFORMANCES
A folder shall be created for all non-conformances. Non-Conformances shall be assigned the corresponding number on the Master Action List.

Where a non-conformance has been raised against a supplier or customer, Starn Group will complete the first section of the non-conformance form and then issue it to the relevant supplier or customer. An NCR is defined as any item, procedure, HSE finding etc that do not conform to requirements.

Closure of non-conformances should be communicated to relevant personnel as required. It is the aim of the company to ensure effective closure is completed within 30 days.

FOLDERS
A folder will be created on the server for all non-conformances and should contain a completed report and any evidence for close out / correspondence.

Folders may also be created for other items on the Master Action List where deemed necessary to log evidence of corrective action