

Principle of Product & Service Safety for Customers

In a devoted move to ensure customer safety and satisfaction, Korea Shipbuilding & Offshore Engineering (KSOE) and its shipbuilding subsidiaries have established a set of basic principles which applies to each work function and process ranging from design to development, manufacturing and after-sales activities. The principle is also applicable to our subcontractors, partner companies and suppliers.

Basic Principle

We are well aware that all our products and services are closely linked to users' or/and customers' safety concerns. Under the principle that our workplace safety shall be a keystone to guarantee customer's safe use of products and services, we examine compliance with safety and quality fundamentals in the whole course of fail-safe design, secure working environment, and pre-delivery tests of product safety and performance.

- **Accountability and Responsibility of Customer Safety**
 - 1) We shall consistently meet our stakeholders' expectations for our community and society to keep safe and sustainable by developing and providing safe high-quality products and services.
 - 2) We shall actively engage in workplace safety to protect our colleagues and to prevent potential accidents.
 - 3) We shall conduct pre-delivery verification and validation to guarantee safety in use.
- **Basic Quality Assurance Principle**
 - 1) All products shall satisfy all applicable statutory and regulatory requirements and customers' needs and specifications.
 - 2) Design and development activities shall be clearly documented to ensure contractual and regulatory compliances.
 - 3) All materials and equipment shall be consistent with design and development requirements.
 - 4) Product manufacturing and installation shall be carried out in accordance with the work standards and procedures established to protect worker's safety.
 - 5) Market monitoring such as a customer satisfaction survey and/or after-sales case study analysis shall be constantly conducted to address customers' needs when necessary.

References of Product & Service Safety for Customers

Reference	KSOE	HHI				HSHI	HMD	Remarks
		Shipbuilding	Offshore Engineering	Marine Engines	Special Vessels			
ISO 9001 Quality Management System	●	●	●	●	●	●	●	
ISO 14001 Environmental Management System	-	●	●	●	●	●	●	
ISO 45001 Occupational Health and Safety Management System	-	●	●	●	●	●	●	
ISO 3834 Welding Quality System	-	●	○	-	○	●	●	
Ship Classification by classification society	-	●	○	●	○	●	●	
Engineering Verification / Validation - FMEA (Failure Mode Effect Analysis) - HAZID (Hazard Identification) - HAZOP (Hazard Operability Study) - SIL (Safety Integrity Level)	○	○	○	○	○	○	○	
3 rd Party Verification by (Certifying Authorities)	○	○	○	●	○	○	○	

●: Applied / ○: To be applied on demand