Introduction

The Atlas Professionals is a secondment and temporary employment agency, specialised in the oil & gas, maritime, hydrographic, offshore exploration and offshore construction survey sectors.

Health, safety and environmental issues are of paramount importance in these industrial sectors. The Atlas Professionals makes every effort to safeguard the health, safety and working environment of its employees, and the environment in general. Our clients also impose requirements on temporary personnel. In the event of gross negligence on your part, they could even hold you, as a temporary employee, legally responsible for any consequences. In order to prevent such situations, we, as your employer, intend to provide you with as much information as possible about health, safety and the environment.

Atlas Professionals employees work in extremely diverse areas. Consequently, most general health safety and environmental standards and procedures (HSE policy) in the oil & gas, maritime, hydrographic, submarine telecoms and seismic survey sectors are covered in this safety manual. Hereafter, you will find more specific information about working aboard vessels or on other floating structures and on onshore and offshore sites. Where available, you will also receive the safety information sent to us by the client. The instructions in this manual should be considered as complementary to the regulations laid down by our clients and applicable codes, guidelines and standards recommended by industry organisations and administrations. The client’s safety instructions always take precedence over the general instructions in this manual. Attendance of information sessions, alarm drills and the appropriate education and training courses organised by the client is mandatory. You also have to familiarise yourself with your working environment or ship, and the documentation you receive from the client.

Legally speaking, the employer, in this case the various divisions of the Atlas Professionals, is responsible for the HSE policy and the implementation thereof by its employees. The employee, however, should also take responsibility for implementing the HSE guidelines laid down by the Atlas Professionals and the client. All work carried out at different sites entails specific risks, and all employees at the site should be aware of these risks. Often, a client has established procedures to identify potential risks. In addition, there are many site-specific rules and regulations, depending on the project or vessel on which you are working. If no site-specific procedures have been put in place at your location, make sure that you are aware of any potential risks.

In the interest of your own safety and that of others, we urge you, politely but firmly, to read this manual thoroughly so that you are well prepared before reporting to your work location.

The Safety Handbook is applicable to all personnel engaged by Atlas, whether permanent or temporary employee, contractor, or consultant. For the purposes of the handbook, all personnel are referred to as employees, and Atlas is referred to as the employer. However, this does not necessarily constitute permanent employment.

Atlas Professionals
CONTENTS

Chapter 1: Before starting work
1.1 Passport / Identification 5
1.2 Medical examination 5
1.3 Travel Vaccination and Malarial Programs 5
1.4 Background Security Checks 5
1.5 Personal Belongings 5
1.6 Code of Conduct 5
1.6.1 Forbidden Substances & Offensive Weapons 5
1.6.2 Smoking in Prohibited Areas 5
1.6.3 Punctuality 6
1.6.4 Duties 6
1.6.5 Safety 6
1.6.6 Behaviour towards others 6
1.6.7 Bringing unauthorised personnel onboard 6
1.6.8 Treatment of Workplace, Accommodation & Facilities 6
1.6.9 Conduct In Emergencies 6

Chapter 2: Safety at work
2.1 Working environment 7
2.2 Personal protective equipment 7
2.3 Lifting 8
2.4 Hazardous substances 8

Chapter 3: Accidents and dangerous situations 9

Chapter 4: Working at heights
4.1 Platforms and scaffolding 10
4.2 Ladders 10
4.3 Hoisting equipment 10
4.4 Fall prevention equipment 10

Chapter 5: Important addresses / telephone numbers
5.1 What to do in the case of illness /accident /return to work 11
5.2 Who to contact for work related health & safety issues 11

Chapter 6: Specific maritime safety
6.1 Seaman's book 12
6.2 Service book 12
6.3 Certificates 12
6.4 Arrival and departure 12
6.5 Safety on board 12
6.6 Safety committee 12
6.7 Alerting the coastguard or local port authority 12
6.8 Lifeboat drill 13
6.9 Fire drill 13
6.10 Other drills on board ships may include 13
### Chapter 7: Specific oil & gas safety

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1</td>
<td>Personal Safety Logbook</td>
<td>14</td>
</tr>
<tr>
<td>7.2</td>
<td>Transport to offshore locations</td>
<td>14</td>
</tr>
<tr>
<td>7.3</td>
<td>Smoking</td>
<td>15</td>
</tr>
<tr>
<td>7.4</td>
<td>Emergency drills</td>
<td>15</td>
</tr>
<tr>
<td>7.5</td>
<td>Reporting accidents</td>
<td>15</td>
</tr>
<tr>
<td>7.6</td>
<td>Reporting illnesses</td>
<td>15</td>
</tr>
<tr>
<td>7.7</td>
<td>Tidiness and cleanliness</td>
<td>15</td>
</tr>
<tr>
<td>7.8</td>
<td>Other instructions</td>
<td>15</td>
</tr>
<tr>
<td>7.9</td>
<td>Work permit</td>
<td>15</td>
</tr>
<tr>
<td>7.10</td>
<td>Shutdown of machines</td>
<td>16</td>
</tr>
<tr>
<td>7.11</td>
<td>Radioactivity</td>
<td>16</td>
</tr>
<tr>
<td>7.12</td>
<td>Hoisting activities</td>
<td>16</td>
</tr>
<tr>
<td>7.13</td>
<td>Grating and guard rails</td>
<td>16</td>
</tr>
<tr>
<td>7.14</td>
<td>Emergency procedures</td>
<td>16</td>
</tr>
<tr>
<td>7.15</td>
<td>Fire or other emergency situations</td>
<td>16</td>
</tr>
<tr>
<td>7.16</td>
<td>Abandon platform</td>
<td>16</td>
</tr>
<tr>
<td>7.17</td>
<td>Man overboard</td>
<td>16</td>
</tr>
</tbody>
</table>

### Chapter 8: Complaints & Suggestions

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.1</td>
<td>Seafarer’s complaint handling procedure</td>
<td>17</td>
</tr>
<tr>
<td>8.2</td>
<td>Making a complaint onboard</td>
<td>18</td>
</tr>
<tr>
<td>8.3</td>
<td>On-Shore complaint handling procedure</td>
<td>19</td>
</tr>
</tbody>
</table>

### APPENDICES

- **Appendix 1**: HSE Policy  
  Page 20
- **Appendix 2**: Pictograms  
  Page 21
- **Appendix 3**: Drug & Alcohol Policy  
  Page 22
- **Appendix 4**: Road Safety Management Policy  
  Page 24
- **Appendix 5**: Complaint Form  
  Page 26
Chapter 1: Before starting work
The rules and regulations below apply to all employees, who work onshore or on offshore facilities, on board vessels or on other floating structures.

1.1 Passport / Identification
All employees should possess a valid passport or other form of identification that will allow them to travel. Identification is necessary for checking in at airports or showing to security agents.

1.2 Medical examination
All employees should be in the possession of a valid medical certificate entered in the service book or in the Personal Safety Logbook. Without this certificate, you will not be allowed to enter the site or join the platform / vessel.

In the event of a medical certificate being refused, you have the right to seek a 2nd opinion by attending another independent medical examination with a duly qualified medical practitioner.

1.3 Travel Vaccination and Anti-Malarial Programs
Employees are required to follow international guidelines and recommendations on vaccinations and anti-malarial advice which may be required to travel overseas, as recommended by the World Health Organisation, registered medical advisors or travel clinics. Employees may be required to participate in anti-malarial programs before, during and after deployment.

1.4 Background Security Checks
Employees may be asked to provide a “Declaration of Good Behaviour” (Netherlands), “Certificate of Non Prosecution (UK), or similar background security check, depending on residency. Checks may be requested for visa purposes, or for projects that require such checks to be carried out prior to deployment, depending on the nature of work to be undertaken, and / or location.

1.5 Personal Belongings
Personal belongings are the responsibility of the individual. Valuables should be kept in a safe / secure place. Any theft should be reported to a supervisor immediately.

1.6 Code of Conduct
The following Code of Conduct applies to all employees, all of whom should be aware of the code before starting work. Action will be taken in cases where there is a breach of the code. These actions will depend of the nature of the breach, and may range from informal warnings for minor breaches, through to formal warnings and dismissal for gross misconduct.

1.6.1 Forbidden Substances & Offensive Weapons
To carry or possess alcohol or drugs is forbidden. Work cannot be started or resumed if you are under the influence of the aforementioned substances. It is also forbidden to carry weapons, knives, explosives or caustic substances.

Failure to comply with these restrictions can result in refusal of entry to or removal from the work location. The costs incurred in the removal of persons from the work location will be recovered from the person involved. Checks may take place before departure, on arrival, during your stay or upon leaving the work location.

Appendix 3 contains the Drug & Alcohol Policy for the Atlas Professionals.

1.6.2 Smoking in Prohibited Areas
Smoking in prohibited areas is dangerous, but particularly on tankers, liquid gas carriers and vessels carrying explosive or inflammable materials. Rules controlling smoking and the use of naked lights or unapproved electric torches must be obeyed at all times.
1.6.3 Punctuality
All employees are expected to arrive at the work location on time. This is particularly important for joining a vessel, returning from shore leave, and reporting for duty, where absence at the time of sailing may seriously delay the ship or even prevent her sailing until a replacement is found.

1.6.4 Duties
All employees should carry out his/her duties efficiently, and to the best of their ability. Employees are entitled to be informed of their duties and to whom they are responsible for carrying them out. If in doubt, employees should ask. Within the scope of his/her duties, reasonable commands and instructions must be obeyed.

1.6.5 Safety
All employees should comply with safety policy, procedures and instructions, and should routinely adopt safe work practices to prevent accidents and near misses.

1.6.6 Behaviour towards others.
All employees should ensure that they conduct themselves in an orderly and respectful manner, which maintains a smooth working environment, conducive to effective company operations. Anti-social behavior will not be tolerated, and in extreme circumstances, can endanger the work location and crew. This can include excessive noise, abusive language, sexual harassment, aggressive attitudes and offensive personal habits. Employees should also bear in mind that fellow crew members may need to sleep whilst others are awake.

1.6.7 Bringing unauthorised persons onboard
For persons working onboard a ship or vessel, the ship's rules or port authority's restrictions on bringing unauthorised persons on board must be strictly observed.

1.6.8 Treatment of Workplace, Accommodation & Facilities
All employees should strive to maintain good working conditions, maintaining a pleasant and safe working environment for all. All areas should be kept clean, and clear of obstructions which could potentially cause a safety hazard. Accommodation and other facilities, whether provided for personal use, or to be shared with others, should be treated with respect.

1.6.9 Conduct in Emergencies
In any emergency or other situation in which the safety of the workplace is at stake, all employees are required to obey any instructions and orders given by those responsible for the emergency evacuation procedures.
Chapter 2: Safety at work

2.1 Working environment
Please comply with the following rules in order to create a safe working environment for all those concerned:
- Use all personal protective equipment appropriately and store it after use in the proper place;
- Operate/handle machines, appliances, tools etc. appropriately;
- Do not modify or remove protective devices from tools, machines etc;
- Attend information and training sessions or toolbox / LMRA (last minute risk assessment sessions, organised for employees);
- Report any dangers to the employer and the direct supervisor;
- If necessary, assist the experts who have been appointed by the employer to provide good working conditions.

The following guidelines clarify the above obligations:
- Have you arrived at the workplace for the very first time? In that case, you should familiarise yourself with the escape routes;
- The warning, safety and hazard signs are there for a reason! Follow the instructions on these signs;
- Keep all emergency exits, entrances, fire-fighting equipment and first-aid equipment free from obstructions;
- Do not move fire-fighting equipment unnecessarily;
- If a fire-extinguisher is used, report this to your supervisor;
- Do not place any materials or tools in the marked passageways;
- Inform your contact person at the Atlas Professionals and direct supervisor if you suffer from any of the following: fear of heights, claustrophobia, epilepsy, medication side effects, allergies, diabetes or other physical or mental handicaps;
- Park vehicles in the designated areas/spaces only.

Guidelines for your own workplace (and those of others):
- Keep your workplace clean and tidy, this will help prevent accidents;
- Throw waste into the designated containers and clean up spillages appropriately;
- Never supply more material than strictly necessary;
- Keep the workplace well-lit;
- Maintain adequate ventilation in the workplace;
- Always use good materials and work with safe tools;

Remember:
No work is so important or has to be finished so quickly that it must be done unsafely....

2.2 Personal protective equipment
It is important that employees use personal protective equipment during the performance of their duties. If stipulated by the applicable rules of the client, the client will supply the protective equipment. You should carry safety boots and work clothing/overalls with you at all times. These can be obtained from the Atlas Professionals, as well as face masks and ear protectors. Use the personal protective equipment appropriately and store it in the proper place after use.

The following personal protective equipment may be applicable when working:
- Head protection;
- Ear protection;
- Eye protection;
- Arm and hand protection;
- Leg and foot protection;
- Fall protection;
- Face and respiratory protection;
- Body protection.
Your site supervisor will inform you of the personal protective equipment that you need. Pay attention to any possible safety signs (see Appendix 2).

2.3 **Lifting**

When lifting loads, it is very important to avoid back injuries. When lifting objects, observe the following rules:
- Estimate the weight and volume of the object. If in doubt, use mechanical devices or ask for assistance;
- Check the load for sharp edges or corners, and sharp objects;
- Bend your knees, take a firm hold of the object and keep your chin close to your chest;
- Lift the load by stretching your legs so that your back does not take the strain;
- Keep your back straight and keep the load as close to your body as possible;
- Place your feet in a position that allows you to maintain your balance;
- Make sure there are no obstacles in the lifting path;
- Avoid twisting your back during lifting;
- Carry angle bars, pipes etc. balanced evenly on your shoulder with the front end pointing downwards. This avoids head, face or chest injuries of persons approaching from the other direction.

2.4 **Hazardous substances**

Workers should read the labels, instructions for use and material safety data sheets (MSDS) to be able to identify the hazards of the substances they use and to take the appropriate measures. If in doubt, the work should be stopped and an expert or supervisor should be consulted. Take appropriate measures during work activities to maintain good standards of hygiene:
- Adequate ventilation;
- No smoking, no open flames, wash hands after working, no eating;
- Make sure there is sufficient fire-fighting equipment in the vicinity or in the workplace when working with flammable materials.

When working with corrosive substances, the necessary precautions should be taken to prevent skin and eye contact. This can be achieved by wearing protective clothing, gloves or face shields.

In case of accidents involving hazardous substances, call immediately for medical assistance. Inform first-aid workers as soon as possible of the substance(s) involved. Examples of frequently used labels and their meanings can be found in Appendix 2: Pictograms.
Chapter 3: Accidents and dangerous situations

Accidents can have considerable personal and financial consequences for the victim, the client and the Atlas Professionals. All parties should try to avoid accidents and are therefore obliged to report all accidents (and near-misses) and dangerous situations to their safety officer, supervisor, colleagues and the Atlas Professionals. The purpose of reporting accidents is to avoid any recurrence through investigation and registration.

In the event of an accident, all local procedures should be followed. If there are no local procedures in place at the site, the employee should act as follows:
- Remedy the dangerous situation where possible. Stop the supply of hazardous substances and turn off unnecessary machinery;
- Serious accidents require immediate medical attention. Smaller wounds, no matter how small, should always be examined, if necessary by the first-aid worker(s) on duty;
- Alert the client's manager or his deputy, who will take further action (verify this if necessary!);
- Mark the scene of the accident and write down the names of witnesses;
- Do not move any materials that could be the cause of the accident. This is important for any subsequent investigation.

When the employee is unable to take the steps mentioned above, he/she should alert a colleague. Only in emergencies may first aid be administered by anyone other than trained personnel.

Onboard ships, contingency plans may be consulted to alert the nearest port or coastal rescue centres and to avoid loss of life and damage to ship or environment.

After the victim has been attended to, an accident report form should be filled in. Preferably, the form should be completed by the victim but, if this is not possible, then the victim's supervisor will fill in the form together with the employee of the Atlas Professionals. The report form should be sent, or handed over to the account manager of the Atlas Professionals on the same day at the very latest. The employee should, of course, inform the client management of the report.

If a near-accident / near miss has taken place or a dangerous situation has been detected, the locally established procedures should be followed. The near-accident/dangerous situation should then be reported to the Atlas Professionals's account manager in accordance with the accident reporting procedure.

Every employee of the Atlas Professionals has the right, but also the duty, to take action and to remedy dangerous situations by stabilising, screening off, protecting or marking the accident site. If the employee is not authorised or unable to do this, he should warn his supervisor or the competent person. The employee should then check whether the dangerous situation is being dealt with and, if necessary, contact the Atlas Professionals.

If in doubt: SHOUT IT OUT!
Chapter 4: Working at heights

4.1 Platforms and scaffolding
When working at heights of more than 2.5 meters or above water, a scaffold or platform should be used (where practical). These should be fitted with guardrails that are 1 meter high, and a toe board. If it is not practical to fit a guardrail, safety harnesses with lifelines should be used. Obviously, scaffolding should not block any passageways, exits or emergency equipment.

A platform should be easily and safely accessible, and workers should be able to work safely on the platform with both hands free. When working above water, life buoys with attached life lines should be available and a life vest (personal flotation device) should be worn. Naturally, the scaffold should display the latest inspection date and the connections, vertical supports, girders and floor boarding should be strong and in good condition.

Please note: the erection and modification of scaffolding may only be carried out by certified companies.

4.2 Ladders
Moveable ladders should be checked regularly and be kept in good working order. Ladders should protrude at least 1 meter above the last point of support and, when scaling a height of more than 3 meters, a ladder should be secured to the top or the bottom. A ladder should be placed at an angle of 75 degrees, as smaller angles increase bending. When placing the ladder, any risk of sliding due to slippery conditions during or after rainfall should be taken into account. There should be sufficient room behind the ladder to place your feet on the ladder. Always use two hands when climbing a ladder, and use a hoist line to lift material to the top of the ladder. Only one person should use a ladder at a time and never horizontally. A metal ladder may not be used when carrying out electrical work. A wooden ladder may not be painted and should be stored in a dry, ventilated room. It is dangerous to extend your reach when standing on a ladder.

4.3 Hoisting equipment
Hoisting equipment may only be used by certified or qualified personnel. The hoisting equipment has to be inspected before use. Hoisting equipment includes all equipment used to hoist materials, such as chains, slings etc.

To prevent accidents while hoisting, there are two clear rules:
- Personnel not involved in hoisting a load should not be present on the hoisting floor;
- Personnel who are involved in hoisting, should never walk under a load.

4.4 Fall prevention equipment
When working at heights of 2.5 meters or more, where there is a risk of falling, workers are legally required to use a fall arrest or fall restraint system. While working above water, you should always use fall protection such as a safety harness, a fall-arrest system with full body harness or other approved fall protection equipment.
Chapter 5: Important addresses / telephone numbers

5.1 What to do in the case of illness/accident and return to work

When to contact Atlas.

Absence due to illness / accident: Inform the Atlas Professionals before 10am.

Please state address, expected duration and any symptoms.

Return to work: Inform the Atlas Professionals before 10am.

If you are working shifts:
Please report the date you are returning to work as soon as possible so that this can be included in the planning.

Who to contact at Atlas.

If employed by a Dutch entity, you should contact Atlas Employability in the first instance, and your account manager thereafter.

If employed by a non Dutch entity, you should contact your account manager in the first instance.

Atlas Employability
+31 (0)10 241 10 35
illness@atlasservicesgroup.com

Atlas Services Group Australia
+61 (0)408 637 247

Atlas Services Group Energy BV, Den Helder
+31 (0)223 67 03 70

Atlas Services Group Energy BV, Hoofddorp
+31 (0)23 556 04 23

ASG Marine Holding BV, Rotterdam
+31 (0)10 241 10 40

ASG Marine Holding BV, Urk
+31 (0)527 20 02 50

ASG Marine Holding BV, Riga
+371 733 15 03

ASG Marine Holding BV, Odessa
+38 (0)48 777 41 63

Atlas Services Group Energy Ltd, Newquay
+44 (0)1726 86 22 00

Atlas Services Group Norway AS
+47 952 48 188

Atlas Ship Delivery
+31 (0)10 241 10 40

South West Surveys (UK) Ltd, Exeter
+44 (0)1364 654645

5.2 Who to contact for work related health & safety issues

For work related health & safety issues, please contact your account manager and / or the QHSE Manager.

QHSE Manager – Atlas Professionals
Kate Knott
+44 (0)1726 86 22 02
kknott@atlasprofessionals.com

For work related health or illness issues, please contact your account manager and / or Atlas Employability.

Atlas Employability
+31 (0)10 241 10 35
illness@atlasprofessionals.com

In addition to mandatory medical examinations, the employee may come into contact with the Health and Safety Executive. This applies to those on secondment or staff personnel. This contact can take the form of a consultation following illness or an accident.
Chapter 6: Specific maritime safety

6.1 Seaman’s book
Everyone who works on a seagoing vessel must have a valid seaman’s book with a valid medical certificate. The seaman’s book is handed over to the captain on arrival and will be returned upon departure.

6.2 Service book
Everyone who works on inland vessels should have a service book with the corresponding medical certificate. The service book is handed over to the captain on arrival and should be returned on departure.

6.3 Certificates
All personnel should carry original copies of valid certificates, required or necessary for the assigned duty or function. (For seafarers, as required by the STCW code).

6.4 Arrival and departure
Depending on the place of embarking (signing on) or disembarking (signing off) of a vessel, transportation to and from the vessel will be arranged. You will be informed hereof by the captain or by your contact person at the Atlas Professionals. In case of delay, please contact your Atlas Professionals contact person. Upon arrival on board the vessel, you should report to the captain or the second officer.

6.5 Safety on board
On boarding, report immediately to the captain or the second officer. He will show you your cabin and familiarise you with the safety plan.

Many customers have quality ISO (International Organisation for Standards) and ISM (Integrated Safety Management) systems. You should familiarise yourself - within 24 hours - with the applicable ISO and ISM safety rules and regulations. Safety information that you receive from the Atlas Professionals should be taken on board with you. Instructions that you receive on board always supersede instructions you receive from the Atlas Professionals.

6.6 Safety committee
Ocean-going vessels are, according to "International Maritime Law", required to have a safety committee on board. The captain will appoint the safety committee, preferably from volunteers. The task of the safety committee is to advise the captain on measures to prevent accidents on board vessels. This means:
- Regular safety patrols on board;
- Report dangerous situations, dangerous practices and unsafe materials;
- Ensure the use of required personal protective equipment;
- Investigate and report occupational accidents;
- Advise and consult with the captain/ship owner;

6.7 Alerting the coastguard or local port authority
In the case of an accident on board where outside assistance or advice is required, the coastguard or local port authority should, if possible, and with the permission of the captain, be informed of the situation. If this is not possible, the captain will send the general distress signal depending on the circumstances.
6.8 Lifeboat drill
- It is the duty of the captain to ensure that life vests (PFD, or ‘personal floatation devices’) are worn correctly.
- Lifeboats should be regularly lowered overboard.
- Everyone on board should be involved in the lifeboat drill and report to a designated lifeboat station.
- The captain should ensure that the crew is thoroughly familiar with the assigned duties, as indicated in the boat drill procedure.
- A mandatory lifeboat drill should be held once a month or within 24 hours of a 25% crew change.

6.9 Fire drill
- The captain is responsible for the organisation of the fire fighting procedure.
- Everyone on board should be involved in the fire drill and report to a designated fire station. The chief engineer should check whether the crew is thoroughly familiar with their assigned duties.
- All designated fire stations will be marked above a berth or in the gangway, with a sign stating the specific duties.
- The fire drill should be organised in such a way that the crew, when they report to their fire stations, knows what type of fire it is and where the seat of the fire is located. The fire drill should also be organised in such a way that the most appropriate equipment can be used immediately.

6.10 Other drills on board ships may include:
- MOB drill (Man Over board)
- Security drill
- First Aid drill
- Emergency steering
- Emergency operation of Main Propulsion system

Specific duties during drills as per muster list and/or to be assigned by the officer in charge.
Chapter 7: Specific oil & gas safety
The employee should comply with the legal regulations and established safety standards of the client. Both onshore and offshore locations are considered dangerous zones with the exception of designated safe areas. These areas are indicated on the floor plan of the location.

The HMI (Mining Installation Manager) / OIM (Offshore Installation Manager) is responsible for your safety, but ultimately you are responsible for your own safety. Your safety and the safety of others strongly depends on good behaviour and the observance of company rules. You should follow the rules faithfully. You are dependent on others and others are dependent on you.

7.1 Personal Safety Logbook
This document is mandatory for anyone working on a Dutch sector oil and gas installation. It contains the NOGEPAn medical examination and also records the training sessions and courses that have been followed. Make sure you have this document with you at all times, otherwise you may be refused entry.

7.2 Transportation to offshore locations
Transportation to an offshore location can be by boat or helicopter, whereby a number of rules apply.

- **Boat:**
  The transfer to and from a platform takes place by means of a personnel basket. There are a number of important points:
  - Maximum 4 persons in a basket at a time;
  - Be careful during this procedure;
  - Wearing a life vest is optional but wearing a survival suit is compulsory;
  - Stand at the outer edge and put your hands through the net at chest height. This way it is easier to deal with swells and unexpected movements.
  - Only highly necessary baggage can be taken through the mesh net.

- **Helicopter:**
  You should check in one hour before departure. Arriving less than one hour before departure can result in being refused to board the flight. Before take-off, a video will be shown with instructions that should be followed before and during the flight: wearing a survival suit, a life vest and how to act in emergencies (dependent on the type of helicopter).
  On all helicopter flights, it is compulsory to wear three layers of clothing under the survival suit. Smoking during the flight is forbidden and mobile telephones must be turned off. You may take a maximum baggage weight of 9 kilos in a soft (sports) bag. Any excess baggage must be declared before the flight. A consignment note is required for medication, tools, laptops, cameras and video equipment etc.
  You should always follow the pilot’s instructions in the case of emergencies during take-off, flight and landing.

On arrival at the location, you should report to the radio or control room or to the HMI / OIM, where you will be informed of the location’s general safety regulations, and receive further instructions. These will cover the location of specific safety equipment, escape routes, muster stations and alarm signals. A safety video will be shown during the first visit.
7.3 Smoking
There is a total ban on smoking at the location, both indoors and outdoors, with the exception of specially designated areas. It is not permitted to carry lighters, matches or other ignition sources outside this room without special permission from the HMI / OIM. This also applies to cameras and mobile telephones.

7.4 Emergency drills
You must react during an exercise as you would in a real situation. These exercises take place regularly and are mandatory for all personnel. When the alarm sounds, all personnel should report as quickly as possible to their designated muster stations and follow the instructions of the supervisor.

7.5 Reporting accidents
Every accident (or near-miss) and incident should be reported to the HMI / OIM and to the Atlas Professionals office.

7.6 Reporting illness
In a small environment such as an offshore location, infectious illnesses such as the flu can spread rapidly. It is therefore important that someone who feels unwell report to the medic. Cases of illness should also be reported to the Atlas Professionals office.

7.7 Tidiness and cleanliness
Keep areas, floors and stairways clean. Dirt and discarded rubbish can cause incidents. Escape routes should always be kept clear. Always throw waste in the appropriate container, tidy away and store used materials in the proper place and leave the workplace clean and tidy. It is strictly forbidden to dump rubbish in the sea. In the event of leakage of gas, oil, condensation or other forms of pollution, the location's HMI / OIM should be informed. The wearing of jewellery is forbidden if there is a risk of injury. Long hair should be tied back or worn in a hairnet.

7.8 Other instructions
Safety instructions can be found on the safety notice boards. Everyone on-site is expected to be familiar with and to follow these instructions.

7.9 Work permit
This document is used on all oil & gas industry locations and states the duties to be carried out together with the appropriate control measures to minimise danger. This provides a centralised overview of who does what and when. The work permit will be issued by the HMI / OIM and should be discussed at the start so that everyone is aware of the safe working procedures before starting their work.

There are work permits for a variety of activities:
- a ‘hot’ work permit. This is mandatory for welding, open flames, explosive-sensitive electrical devices and other sources of ignition;
- a permit for entry into confined spaces. This includes chambers, tanks, etc;
- a permit for other dangerous work. This includes diving activities, working above open sea, at great heights or with radioactive materials. Other activities requiring a work permit are wire line activities, working with scaffolding and using the personnel basket;
- a permit for duties for which the HMI / OIM considers a permit to be necessary.
7.10 **Shutdown of machines**
An employee should shut down the machinery he / she is working on if:
- the 'general' alarm sounds;
- the 'abandon platform' alarm sounds;
- there is a break;
- the shift is over;
- the machine / device will not be used for a long period;
- refuelling takes place when the fuel tank is a part of the machine;
- the supervisor gives the order to do so.

7.11 **Radioactivity**
When working with radiation, a radiation expert should be present to supervise the work. In these cases, the HMI / OIM informs the HSE (Health, Safety and Environment) department and issues the work permit.

7.12 **Hoisting activities**
In addition to using the appropriate, certified hoisting equipment, everyone working under a crane should have a Banksman Slinger certificate. The Banksman is responsible for personnel on the ground and his instructions must be followed at all times. The Banksman maintains radio contact with the crane operator. It is important to keep an eye on the crane movements.

7.13 **Grating and guardrails**
On offshore locations and on board, grating and guardrails can be removed during working thus increasing the risk of accidents. Where possible, these openings should be closed-off with temporary railings.

7.14 **Emergency procedures**
It is important that you know how to (re)act in emergency situations. Therefore, further instructions are provided on arrival at a location. Know where you are and where the life-saving appliances, muster stations and escape routes are located. Know who the first-aid workers are and follow instructions from the staff.

7.15 **Fire or other emergency situations**
When discovering a fire or other emergency situation (gas or condensation leakage) you should immediately activate the nearest alarm. Report the information to the control room from a safe area. The emergency will be dealt with by the Emergency Response Team. Everyone who is not a part of this team should go to the designated muster station and await further instructions. A strict ban on smoking applies to emergency situations.

7.16 **Abandon platform**
When the abandon platform/ship alarm sounds (a continuous alarm tone), everyone is expected to proceed as quickly as possible to the muster stations or lifeboats. On offshore locations, you should put on warm clothing, a survival suit and a life vest.

7.17 **Man overboard**
When someone falls overboard, the following actions must be taken:
- Throw the nearest lifebelt as close to the person in the water as possible;
- Throw the nearest marker buoy as close to the person in the water as possible;
- Keep the person in the water constantly in sight;
- Press the nearest alarm without losing sight of the person in the water;
- Repeatedly shout “man overboard”;
- Instruct another person to inform the radio room of the location.
Chapter 8: Complaints & Suggestions

At Atlas we care about your opinion. We are open for suggestions and always looking at ways to improve our organization. If you have any suggestions, issues or questions regarding the service provided by Atlas, please contact your account manager in the first instance.

Alternatively, please complete the complaints form (see appendix), and submit by email or post to your account manager, or to the contact details as stated on the form. Your complaint will be acknowledged within 2 working days, and you will be advised of the time limit for dealing with your complaint, depending on the nature of your complaint. Atlas aim to deal with all complaints in a fair, effective and timely manner. All complaints will remain confidential.

8.1 Seafarer’s Complaint Handling Procedure

You have the right to make a complaint relating to matters occurring onboard ships, or on-shore. There is a complaints procedure onboard your ship to enable you to make a complaint about any matter, including breaches of the Marine Labour Convention, and your rights, including the right to live and work in decent conditions.

When you join the ship, it is the shipowner’s responsibility to issue you with a copy of the ship’s onboard complaints procedure. This will give you the contact details of the person responsible from the flag State and from your country’s administration (if different). It will also identify the person or people onboard to whom you can go to for advice and assistance in making a complaint. If you make a complaint, you should be made aware of the time limit for dealing with your complaint, especially if the matter is serious.

If you have any issues or concerns onboard your ship, we urge you to try and resolve problems at the lowest level possible, but you do have the right to go directly to the master, or to external authorities such as a representative of the flag State.

Complaints can be made to your direct supervisor or head of the department (HOD) onboard. The supervisor or head of department will then attempt to resolve the matter within prescribed time limits appropriate to the seriousness of the issues involved.

If the matter cannot be resolved by your supervisor or head of department onboard, you may refer the issue to the master, who should handle the matter personally.

During the complaints procedure, you have the right to be accompanied or represented by a fellow seafarer of your choice, and under no circumstances should you be victimised for making a complaint. Any such victimisation should be reported immediately.

All complaints and the decisions made on them should be recorded, a copy of which should be provided to you.
8.2 Making a complaint onboard.

COMPLAINT

1. Supervisor, HOD Onboard, HOD - HR
2. Master
3. External Authorities

Complaint Recorded and copy provided to Seafarer

Attempt to resolve the matter to the seafarer's satisfaction

YES

Case closed
Decision recorded
Copy provided to Seafarer

NO

Decision recorded
Copy provided to Seafarer

If complaint was first made to HOD / Supervisor, Seafarers then refer complaint up to Master or to Appropriate external authorities

Resolution

Case closed
Decision recorded
Copy provided to Seafarer

Non-Resolution

Matter to be referred to Shipowner or Representative Flag State / Port State.
If the complaint cannot be resolved on board, you should refer the matter ashore, either to the shipowner or to the authorities of the flag State, the port State visited by your ship or those in your own country.

8.3 On-Shore Complaint Handling Procedure
Further steps to be taken should the onboard complaints procedure not address issues;
Appendix 1: HSE Policy

The Atlas Professionals, and the companies belonging to this group, provide specialist services and consultancy to the hydrographic, seismic, maritime and oil & gas industries.

It is the policy of the Atlas Professionals to continuously improve the safety and health of personnel as well as the safety of operations and equipment, and to maintain care for the environment. The safety of operations will be monitored and reviewed by senior management on a quarterly basis. It is the policy of Atlas Professionals to “Reduce, Reuse & Recycle” wherever possible.

The Atlas Professionals aims to manage its social and economic impact on local stakeholders and communities where it operates, by conducting assessments at the request of its clients, allowing full participation by clients, making any results available to clients on request.

The Atlas Professionals respects the Human Rights of individuals by not engaging personnel under the age of 18; by not using forced labour in any form (prison, indentured, bonded or otherwise); does not discriminate against any employees on any ground (including race, religion, disability of gender); does not engage or support the use of corporal punishment, mental, physical, sexual or verbal abuse and does not use cruel or abusive disciplinary practices in the workplace; pays each employee at least the minimum wage, and legally mandated benefits; complies with laws on working hours and employment rights in the countries in which it operates; and is respectful of its employees right to join and form independent trade unions and freedom of association.

The Atlas Professionals conducts business with integrity, and is responsible and accountable for its actions. It prohibits bribes of any form.

The Atlas Professionals aims to prevent accidents and cases of work-related ill health. In order to maintain a safe and healthy working environment, both the employees working at our Client’s sites and office staff are required to conduct their duties in a safe and sound manner, abiding by all applicable rules and regulations.

The Atlas Professionals recognises that due to its activities as a service provider, the safety regulations cannot be limited to the Atlas HSE Policy alone, but must include Client’s requirements and instructions in the field of HSE.

The Atlas Professionals values the importance of employees being competent to carry out their tasks as required by our Clients, in a safe manner. Atlas therefore aims to obtain and pass on to its employees, any available information and instruction to assist its employees in achieving this.

The HSE policy will be evaluated annually.

J. Th. Van Leeuwen
Director
ASG Marine BV & ASG Energy Ltd

Jochen Scholten
Director
ASG Energy BV

Jan van Driel
Director
Atlas Ship Delivery

Michiel Merkus
Manager (International)
ASG Energy BV

Paul Steeghs
Manager
ASG Marine Holding BV

Attila Csizmarik
Manager (Operations)
ASG Energy BV

Henk Merbis
Director
ASG Australia

Rihards Stalmanis
Country Manager (Latvia)
ASG Marine Holding BV

Pavel Paltyeka
Country Manager (Ukraine)
ASG Marine Holding BV

Olav Olsen
Managing Director
ASG Norway AS

Damian Francis
Director
South West Surveys (UK) Ltd
Appendix 2: Pictograms

Prohibitory signs Pictograms

- No mobile telephones
- No smoking
- Smoking and open flames forbidden
- No access for unauthorised persons
- Stop
- Unfit for drinking
- Do not extinguish with water

Warning signs Pictograms

- Danger: high voltage
- Danger electricity
- Danger
- Toxic substances
- Flammable substances
- Explosive substances
- Harmful or irritating substances
- Fall from height
- Radioactive substances
- Caustic substances

Mandatory signs Pictograms

- Wear helmet and respiratory equipment
- Wear respiratory equipment
- Wear safety helmet
- Wear eye protection
- Wear ear protection
- Wear safety gloves
- Wear safety boots
- Wear helmet and eye protection
- Wear helmet, eye and ear protection
- Wear safety harness
- Wear face protection
- Wear helmet and ear protection
- Wear safety clothing
Appendix 3: Drug & Alcohol Policy

1. General
This policy applies to all employees and contractors of the Atlas Professionals.

The Atlas Professionals recognizes and respects the employee’s right to use alcohol whilst on leave and during vacations. However we also recognize that the abuse of alcohol and drugs can adversely affect job performance, the work environment and the safety of our employees, contractors and the general public.

Atlas Professionals is committed and contractually obliged by its clients to provide a safe working environment for its employees and contractors that is free from substance abuse. Substance abuse means the use of illegal drugs or the misuse of legal drugs or other substances and/or the abuse of alcohol.

The working site means all property owned, operated, leased by or otherwise under the control (in whole or in part) of Atlas Professionals’s client or related third parties, whether onboard, onshore or offshore including: designated check-in points for personnel travelling to and from offshore installations such as crew tenders, heliports and/or airports and any transportation provided from such heliports and/or airports, to and from any offshore location.

The use, possession, concealment, transportation, purchase, production and supply or offer to supply of prohibited substances on the working site cannot be tolerated in any form whatsoever. Substance abuse problems, as well as having major implications for the employees concerned, have the potential to impair safety and productivity of the operations.

Any employee who, during an assignment, including travel, is under the influence of a prohibited substance is in breach of this Policy. Violation of this Policy by an employee or contractor may result in that he/she will be immediately dismissed.

2. Alcohol
The consumption of alcohol onboard or at the worksite during duty hours or working hours is strictly forbidden. Personnel are advised to exercise moderation in the consumption of alcoholic beverages during official company occasions (e.g. off duty hours, client meetings/presentations, employee presentations etc.). Any violations or abuse may result in dismissal.

Employees and contractors of Atlas Professionals are reminded that in circumstances where they are representing Atlas Professionals, the image and reputation of the company must be upheld at all times and employees should conduct themselves accordingly. If at any time it is felt that the company’s reputation is adversely affected, or that due to the consumption of alcohol the health or safety of any persons or property of Atlas Professionals is threatened, the employee or contractor may face dismissal.

Atlas Professionals and/or its client reserves the right to insist that employees submit to testing for alcohol in the following situations:
1. before coming on duty
2. when checking-in to travel offshore as part of the standard procedure;
3. when an employee is refused permission to a flight to or from embarkation or debarkation destination.
4. when an employee is refused permission to board a vessel because he/she is suspected to be under the influence of alcohol;
5. when an employee is refused permission to board a flight to or from an offshore installation, because the employee is suspected to be under the influence of alcohol, or is suspected to have consumed alcohol prior to the departure of the flight;
6. immediately following an accident on working site;
7. upon reasonable suspicion by Atlas Professionals or its client that an employee or contractor is under the influence of alcohol, and/or has consumed alcohol whilst on working site.
8. During random alcohol testing initiated onboard, or at working site.

Employees and contractors are advised that when travelling by any means of transportation, and specifically when travelling by helicopter to embarkation destination or working sites, they should abstain from consuming alcohol 24 hours prior to embarkation.

Following this advice if any employee is refused transit by any means of transportation, and specifically refused transit on a helicopter due to failing a breath analysis test, they will be liable for the cost of the seat on the helicopter flight and may also face disciplinary action.

In the event that an employee or contractor refuses to submit to breath analysis testing and/or search of person, possessions or immediate work area as detailed above, or are otherwise in breach on this Substance Abuse Policy, Atlas Professionals has the right to prevent such personnel from travelling to the worksite, or if already at the worksite, immediately remove such personnel from the work-site and send ashore, if applicable. The cost of removal will be paid by the employee.

3. Drugs
The production and supply, intention to supply, possession and use of illegal substances is a criminal offence, and any employee or contractor found in the course of their work and related travelling to be involved in the production, supply, possession of, or use of such substances will be subject to immediate dismissal. Atlas Professionals and/or its clients and related parties reserve the right to search the person, his/her personal possessions, and/or the immediate work area of any employee or contractor who work, visit or perform services on working site, for evidence of a prohibited substance or items associated therewith. Employees and contractors should be aware of the possibility of finding traces of use weeks after consumption.

4. Medically Prescribed Drugs
Sea going, offshore and onshore crew based personnel, contractors and employees who are using prescribed drugs while at work, must inform their operational contact within Atlas Professionals. Following evaluation, it may be deemed necessary to inform the Client’s Personnel Department in order to establish whether this particular medication is compatible with the Client’s standard duties. Failure to inform the relevant operations manager within Atlas Professionals may result in disciplinary action.

Atlas Professionals advises employees and contractors who are taking medically prescribed drugs to carry English written medical statements at all times to avoid possible misunderstandings during travelling and assignment. Personnel should carry sufficient essential medication to cover the duration of their expected deployment period, plus a further 50% to cover any unexpected delays. This should be carried as hand luggage, with the appropriate written medical statements as required, to avoid lack of medication should hold luggage be lost or mislaid during transit.

5. Drug Screening
Atlas Professionals and/or its client reserves the right to carry out urinary/blood drug screening on any employees and contractors at any time. If Atlas Professionals and/or its client suspects an individual to be under the influence of drugs, or if an individual's performance levels and behaviour have become inexplicably erratic, the individual may be required to undergo urinary/blood drug screening.

The majority of oil- and shipping companies also have a policy of drug screening "for cause", at random or on suspicion, and may conduct drug screening onshore at airports/heliports prior to travelling offshore, or on offshore installations. Employees and contractors are expected to co-operate with such drug screening at all times. Failure to do so will lead to appropriate disciplinary action being taken up to and including summary dismissal. Positive results will lead to appropriate disciplinary action being taken, up to and including dismissal.
Appendix 4: Road Safety Management Policy

1. General

This policy applies to all employees and contractors of the Atlas Services Group (the company), who are required to drive motor vehicles in the course of their employment. This policy sets out guidelines which shall apply to all driving on company business.

It is acknowledged that driving conditions can be dangerous, particularly when individuals are tired, where driving conditions are difficult, or in overseas countries where driving regulations are different, where local conditions may be far below those that we are familiar with in our county of residence, and where drivers will not be familiar with driving routes and environment.

This policy also applies to road users other than vehicle drivers, including cyclists and pedestrians.

In all instances, it is the company policy to minimise risk to its employees, contractors or others who may be affected. This shall include looking for alternative methods of transport where any of the following guidelines cannot be adhered to. In overseas countries in particular, the company shall consider provision of contracted private transport. Alternative transport may be public or private at the company’s sole discretion.

If the company decides that the employee is required to travel early or late to abide by these rules, then the company will provide suitable accommodation.

1.1 Minimum Requirements – Vehicles

All vehicles shall be fit for purpose, have been maintained in a safe working condition, and properly insured. If these stipulations are not met, the driver shall not attempt to operate the vehicle, and should use an alternative mode of transport.

It is strongly recommended that seat belts are installed and functional even where this is not a legal requirement in accordance with local legislation. Where local legislation requires the use of seat belts, this is mandatory.

The number of passengers shall not exceed the manufacturer’s specification and legal limits for the vehicle. Loads shall be secured and shall not exceed the manufacturer’s specification and legal limits for the vehicle.

1.2 Minimum Requirements - Drivers

Drivers shall be competent, appropriately trained, hold a relevant and valid driving license, and be medically fit to operate the vehicle. Drivers shall not be under the influence of alcohol or drugs, or any other substance or medication that could impair their ability to drive.

Seat belts, where available (in accordance with local legislation), should be worn by all occupants at all times. While operating the vehicle, drivers are only permitted to use mobile phones or other two-way communication devices, via the use of hands free equipment.

All employees and contractors shall comply with local traffic law requirements, and shall conduct themselves in a courteous manner to other road users.
1.3 Journey Requirements

Journey planning is encouraged in advance of any unfamiliar journey. Drivers are encouraged to use satellite navigation devices where available, particularly when required to drive for company business in areas with which they are not familiar.

Journey risk assessment shall be carried out where and when appropriate and consider as a minimum the following; Road conditions, weather conditions and weather forecasts, risk from fatigue, safe loading and distribution of loads.

1.4 Vehicle Crash & Road Traffic Incident Reporting.

Any vehicle crash, involving a company leased vehicle or hire car, whether major or minor, shall be reported to the employees Account Manager immediately, who will then inform Atlas' Insurance and Claims Manager.

Any driver who has been involved in a road traffic incident, whilst driving a hire car, including but not limited to, speeding tickets/ fines, or parking tickets/ fines, should report any incidents to their Account Manager immediately, who will then liaise with the relevant car hire company. Costs related to such offences will be recharged to the individual concerned.

1.5 Fitness to Drive.

The company will not tolerate individuals driving on company business whilst they are not fit to do so and any employee who does so will be subject to disciplinary action. Disciplinary action may also be taken against employees who, having been advised in advance of required journey, subsequently inform they are unfit to drive due to self imposed conditions.

1.6 Maximum Driving Hours

The company expects all drivers to assess their own capabilities, fitness to drive, driving route and conditions to determine how long they can safely drive for. It is essential however, that the limits set out in this policy are not exceeded.

A minimum break of at least 15 minutes after every two hours of driving is recommended. The maximum period of continuous driving shall not exceed 4 hours without a break of at least 30 minutes. The maximum total driving time shall not exceed 12 hours (inclusive of breaks) without a period of at least 8 hours.

When an employee has just completed a night shift or has been travelling for more than 10 hours, that employee shall only be allowed to drive for a maximum of 2 hours. The employee shall then have a rest period of at least 6 hours before further driving.

No journey on company business that commences after 2200 hours or before 0500 hours will exceed 3 hours duration. Journeys of less than 3 hours shall only be permitted if individuals are competent and fit as described above.

1.7 Road users other than motor vehicle drivers.

Road users other than motor vehicle drivers, including cyclists and pedestrians, are required to be alert when using the road for their own safety, and for the safety of others. This includes adhering to local road safety regulations, to remain attentive, to pay attention to the road environment and to have respect for other road users at all times.
Appendix 5: Complaint Form

<table>
<thead>
<tr>
<th>COMPLAINT FORM / KLACHTENFORMULIER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please enter as much information as possible and email the form to your account manager or to <a href="mailto:complaints@atlasservicesgroup.com">complaints@atlasservicesgroup.com</a>, or post to the address above. Vul het formulier zo volledig mogelijk in en stuur het per e-mail naar uw contactpersoon bij Atlas of naar <a href="mailto:complaints@atlasservicesgroup.com">complaints@atlasservicesgroup.com</a>. Het formulier opsturen naar bovenstaand adres mag ook.</td>
</tr>
</tbody>
</table>

**Date / Datum:**

**Name, Company / Naam, Bedrijfsnaam:**

**Contact details / Contactgegevens:**

*Optional, but will need to be completed if you would like a reply / Velden zijn niet verplicht maar wel nodig indien u een reactie wenst.*

<table>
<thead>
<tr>
<th>Atlas Division / Kantoren Atlas</th>
<th>Atlas Contact person / Contactpersoon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please check your office / Vink het betreffende kantoor aan aanvinken a.u.b.</td>
<td>Please fill out name / naam van uw contactpersoon bij Atlas</td>
</tr>
<tr>
<td>[ ] Atlas Employability Services</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Jaymar do Brasil</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Australia</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Algeria</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Cyprus</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group India</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Kazakhstan</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Marine Holding, Odessa</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Marine Holding, Riga</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Marine Holding, Rotterdam</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Marine Holding, Urk</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Norway</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Ship Delivery</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Russia</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group Singapore</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] South West Surveys, Exeter</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Atlas Services Group (general / algemeen)</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>[ ] Other, please specify / Anders, namelijk:</td>
<td>[ ] Atlas Contact person / Contactpersoon</td>
</tr>
<tr>
<td>Complaint Category / Categorie van de klacht</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Please indicate which category your complaint falls into / Vink de categorie van uw klacht aan</td>
<td></td>
</tr>
<tr>
<td>☐ Service Content, Delivery or Quality</td>
<td>☐ Documentation / Documentatie</td>
</tr>
<tr>
<td>Inhoud dienstverlening, levering of kwaliteit</td>
<td></td>
</tr>
<tr>
<td>☐ Office based Personnel / Kantoorpersoneel</td>
<td>☐ Response Time / Reactie snelheid</td>
</tr>
<tr>
<td>☐ Requests / Verzoeken</td>
<td>☐ Billing or Payment / Facturering of betaling</td>
</tr>
<tr>
<td>☐ Communication / Communicatie</td>
<td>☐ Follow Up / Begeleiding</td>
</tr>
<tr>
<td>☐ Other, please specify / Anders, namelijk:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Complaint Details / Omschrijving van de klacht</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please enter the details of your complaint / Omschrijf hieronder uw klacht.</td>
</tr>
</tbody>
</table>