


A high-angle, top-down photograph of an industrial worker. The worker, wearing a white hard hat and an orange jumpsuit, stands on a yellow metal platform. They are operating a large, yellow industrial valve with a prominent yellow handwheel. The valve is part of a complex system of yellow pipes and machinery. The scene is brightly lit, casting sharp shadows on the yellow surfaces. The overall color palette is dominated by yellow and orange.

QHSE Management System Manual

	TITLE: QHSE Management System Manual	DOC NO:	QHSE002
		ISSUE DATE	01/10/2018
		REVISION	2.0
LOCATION: GLOBAL	DOCUMENT TYPE: PROCEDURE	ISO REF: ISO 9001:2015, ISO 14001:2015, ISO 45001:2018	
DOCUMENT OWNER: QHSE DEPARTMENT		APPROVED: VP GLOBAL OPERATION	
RIGNET QUALITY, HEALTH, SAFETY SECURITY AND ENVIRONMENTAL MANAGEMENT SYSTEM.			

1. Introduction	3
1.1. Scope.....	3
2. References.....	3
3. Terms and Definitions	3
4. About Our Organisation.....	4
4.1. Context of the Organization.....	4
4.2. Needs and Expectations of Interested Parties.....	4
4.3. Understanding the needs and expectations of interested parties	5
4.4. Scope of the Management System	6
4.5. QHSE Management System and its Processes.....	7
5.0 Leadership & Governance	9
5.1 Leadership and Commitment	9
5.1.1 Quality Management	9
5.1.2 Customer Focus.....	10
5.1.3 Quality Policy	10
5.1.3.1 Establishing the Quality Policy	10
5.1.3.2 Communicating the Quality Policy.....	10
5.1.4 Roles, Responsibilities and Authorities.....	10
6.0 Planning for QHSE Management System Planning	11
6.1 Actions to Address Risks & Opportunities	12
6.2 QHSE Objectives.....	12
6.3 Planning Changes	14
7. Support.....	14
7.1. Resources	14
7.2. Competence	16
7.3. Awareness.....	16
7.4. Communication.....	17
7.5. Documented Information	18
8. Operation - Product & Service Development	20
8.1. Operational Planning and Control	20
8.2. Requirements for Products and Services.....	21
8.3. Design and Development of Products	22

8.4.	Externally Provided Products & Services	24
8.5.	Production and Service Provision	24
8.7.	Non-conforming Process Outputs.....	27
8.8.	Incident Investigation, Nonconformity, Corrective Actions	27
9.	Performance Evaluation	28
9.2.	Internal Audit	29
9.3.	Management Review	30
10.	Improvement	31
11.	Appendix 1 – Terms and Definitions	33

1. Introduction

RigNet has developed and implemented a Quality, Health, Safety and Environmental (QHSE) Management System to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company. The QHSE Management System of RigNet Communications meets the requirements of the international standard ISO 9001:2015 ISO 14001:2015 and ISO 45001:2018. This system addresses the implementation, maintenance, and continual improvement of our HSE programs.



This document applies to the RigNet Communications Globally and is designed as an overview of the organizational QHSE structure, responsibilities, processes, procedures, and resources for implementing ISO 9001, ISO 14001 and ISO 45001 and to consistently provide product and services that meet or exceed customer, industry or other applicable regulatory or specified standards for processes, products and services, including satellite and terrestrial communication networks, integrated information technology solutions, and professional service for government and commercial customers.

2. References

The following key documents have been referenced in the creation of this manual and serve as supplemental for QHSE Management System.

- ISO 9001:2015 QHSE Management Systems – Requirements
- ISO 14001:2015 Environmental Management system – Requirements
- ISO 45001:2018 Health and Safety - Requirements

3. Terms and Definitions

(See Appendix 1)

4. About Our Organisation

4.1. Context of the Organization

RigNet is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context. RigNet identifies, analyses, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our process, or our management system's integrity. To ensure that our QMS is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collate and analyse pertinent information in order to determine potential impact on our context and subsequent business strategy. RigNet then monitors and reviews this information to ensure that a continual understanding of each group's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. Refer to Section 6.1 for more information about our risk and opportunity management framework.

Although we acknowledge that ISO 9001:2015 does not require our organizational context to be maintained as documented information, we maintain and retain; in addition to this document, the following documented information to describe our organizational context:

1. Analysis of business plans, strategies, and statutory and regulatory commitments;
2. Analysis of technology and competitors;
3. Economic reports from relevant business sectors;
4. Technical reports from technical experts and consultants;
5. SWOT analysis reports or schedules for internal issues;
6. PESTLE analysis reports or schedules for external issues;

Minutes of meetings (Management and design review minutes), process maps and reports, etc

4.2. Needs and Expectations of Interested Parties

RigNet have identified interested parties Interested parties which that can affect, be affected by, or perceive themselves to be affected by the decisions or activities of the organization implementing the QMS.

These include but are not limited under the following categories:

- Responsibility – Investors, Shareholders etc.
- Influence – Trade Groups, competitors etc.
- Proximity – neighbours, customers etc.
- Dependency – employees, agency workers, contractors, business partners, suppliers etc.
- Representation – Certification bodies, etc.
- Authority – regulators, etc

(See interested parties register)

4.3. Understanding the needs and expectations of interested parties

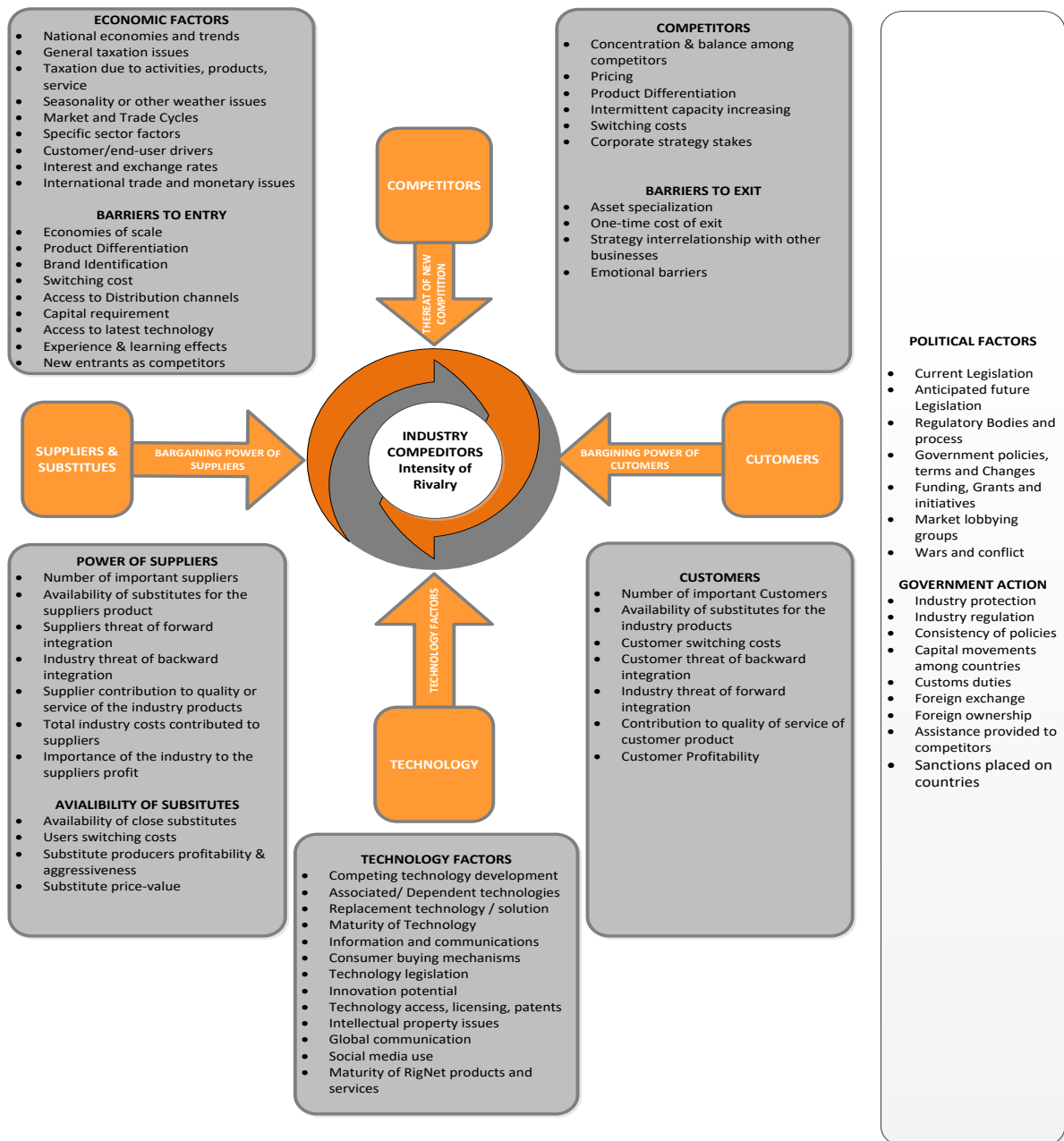
RigNet has evaluated the requirements [needs and expectations] of these interested parties that are relevant to our management system.

(See interested parties register)

4.4. Scope of the Management System

This document applies to the RigNet Communications Globally and is designed as an overview of the organizational QHSE structure, responsibilities, processes, procedures, and resources for implementing ISO 9001, ISO 14001 and ISO 45001 and to consistently provide product and services that meet or exceed customer, industry or other applicable regulatory or specified standards for processes, products and services, including satellite and terrestrial communication networks, integrated information technology solutions, and professional service for government and commercial customers.

THE INTERNAL AND EXTERNAL CONTEXT IN WHICH WE OPERATE



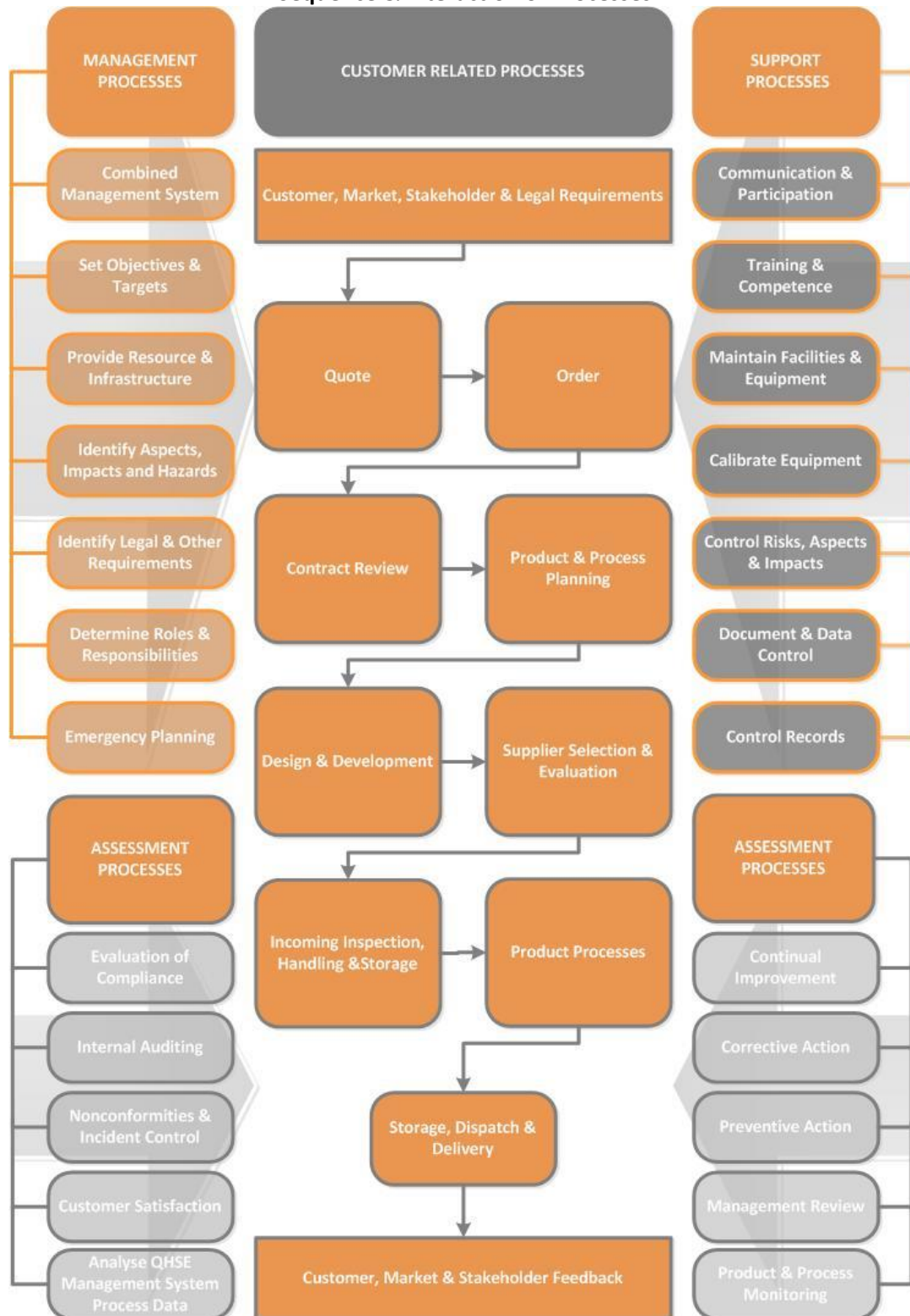
4.5. QHSE Management System and its Processes

Organization is required to establish, implement, maintain, and continually improve a quality management system, including the processes needed and their interactions, per this standard.

RigNet has determined the processes needed for the QMS and their application in the organization based on:

- Inputs required and outputs expected
- Sequence and interaction of processes
- Criteria and methods needed to ensure effective operation and control (performance indicators)
- Resources needed and ensure their availability
- Assignment of the responsibilities and authorities
- Address risks and opportunities
- evaluation of processes and, if needed, the changes to processes to ensure that these achieve intended results
- improve of the processes and the system.

Sequence & Interaction of Processes



5.0 Leadership & Governance

Top management exhibited their leadership and commitment towards its Quality Management system by ensuring Quality policy and Quality objectives are established and, are consistent with its overall strategic direction and the context in which the organization operates.

5.1 Leadership and Commitment

5.1.1 Quality Management

The RigNet Leaders are required to take a “hands on approach “and emphasise the importance of conforming to QMS requirements, they **must** ensure that the QMS is achieving its intended results and continual improvement driven within the organization. Further to the above, they shall:

- ensure that quality management system requirements are integral to the organization’s business processes (i.e. Core to the purpose to Organization’s existence)
- promote the adoption of the process approach and risk-based thinking & improvement
- ensure resources required for the effective operation of the quality management system are made available
- communicate the importance conforming to the quality management system requirements & its effectiveness
- ensure that quality management system attain its intended outcome
- involve, directed and provide support people & for them to demonstrate leadership in their relevant processes/ areas to contribute to the effective operation of the QMS

5.1.2 Customer Focus

Customer focus shall be maintained and Customer and applicable statutory and regulatory requirements are identified and met. We will insure that determination and addressing the risks and opportunities that can affect conformity of products and services and its ability to enhance customer satisfaction and remain focused on providing products and services that meet customer, applicable statutory & regulatory requirements and, on enhancing the customer satisfaction.

5.1.3 Quality Policy

5.1.3.1 Establishing the Quality Policy

The QHSE Policy defines RigNet's goal in implementing the QHSE Management System. This policy has been approved by the President of RigNet and will be regularly reviewed to ensure it accurately reflects the business goals of the organization. The QHSE Management System will change and/or evolve as the organization matures, grows, and as business objectives and scope change. The policy is appropriate to both its purpose and the context in which we operate.

5.1.3.2 Communicating the Quality Policy

It is the responsibility of senior management to ensure that the QHSE Policy is reviewed, communicated throughout the organization. The most up to date version is located within RigNet OneSpace. A copy of this policy will be made available to relevant interested parties, where it is appropriate to do so.

5.1.4 Roles, Responsibilities and Authorities

RigNet leadership is also responsible for implementing the QMS, which includes the development and deployment of the quality policy, the quality objectives, and product/project-specific plans that are customer focused.

Top management provides the leadership and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

RigNet's governance structure provides necessary support for creating and establishing appropriate processes that are important for maintaining and achieving our quality objectives and policies.

In addition, governance activities include systematic verification of the effectiveness of our QMS by undertaking internal audits and analysing performance data.

Regular management reviews ensure that our quality management system is adequate and effective, and that any necessary adjustments are made as a result.

Top management is committed to implementing and developing the quality management system and this commitment is defined by our corporate policies and objectives. Your organization ensures that our policies are understood, implemented and maintained throughout at all levels of the organization through printed distribution of our policy statements and through periodic management review of the policy statements and corporate level improvement objectives. Your organization communicates our mission, vision, strategy, policies and processes to all employees in order to:

- Create and sustain shared values of fairness and ethical behaviours;
- Establish a culture of trust and integrity;
- Encourage commitment to quality;
- Provide people with the required resources, training and authority to act with accountability;
- Inspire, encourage and recognize people's contribution.

6.0 Planning for QHSE Management System Planning

The planning of product/service realization processes are determined, planned, tailored and documented, as appropriate to the organization, program or operation and is consistent with other processes within RigNet or as required by the customer. In determining the controls needed for ensuring the effective overall QHSE planning related to products/services, the following criteria is considered:

- QHSE objectives and requirements for the product/service
- the need to establish processes, documents, and provide resources specific to the product/service
- required verification, validation, monitoring, inspection and test activities specific to the product/service and the criteria for the acceptance
- records needed to provide evidence that the realization processes and product/service meet specified requirements
- Identify environmental aspects of our activities, products and services and determine if those aspects can have a significant impact on the environment

6.1 Actions to Address Risks & Opportunities

The overall aim of risk and opportunity management within RigNet is to ensure that organizational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

Top management are responsible for incorporating risk based thinking in to our organization's culture. This includes the establishment of risk management policies and targets to ensure effective implementation of risk and opportunity management principles and activities by:

- Providing sufficient resources to carry out risk and opportunity management activities;
- Assigning responsibilities and authorities for risk and opportunity management activities;
- Reviewing information and results from audits and risk and opportunity management activities.

Options to address risks and opportunities can include:

- avoiding risk,
- taking risk in order to pursue an opportunity,
- eliminating the risk source,
- changing the likelihood or consequences,
- sharing the risk, or retaining risk by informed decision

6.2 QHSE Objectives

The Senior Management provides the vision and strategic direction for the growth of the QHSE Management System and authorized established QHSE objectives and the QHSE policy.

Objectives and targets shall show commitment to the measurable improvement of the QHSE Management System with consideration of the following:

- Consistency with the QHSE policy
- Commitment to the prevention of pollution
- Compliance to legal and organizational requirements
- Commitment to continual improvement Aspects/Impacts and Hazards/Risks assessments
- Business considerations – financial, operational, views of interested parties
Technology options

Objectives, targets, and programs shall indicate specific measurable results

within specified time frames and be flowed down through relevant functions within the organization through annual KPI's (Key Performance Indicators).

QHSE objectives are established to support the Division's efforts in achieving the HSE policy and reviewed annually for suitability. HSE objectives are measurable, and reviewed against performance goals at management review meetings. To meet QHSE objectives and product requirements RigNet Communications has determined the infrastructure needed. This infrastructure includes buildings, workspace, utilities, process equipment and supporting services.

6.3 Planning Changes

The scope of RigNet's risk and opportunity management process includes the assessment of the internal and external issues identified in Section 4.1, and the assessment of the needs and expectations of any interested parties' opportunity management is undertaken as part of your organization's day-to-day operations and is captured at the following hierarchy:

1. Strategic level;
2. Programme level;
3. Department level;
4. Process level;

Establishing such a hierarchy for capturing risk and opportunity ensures that each is managed at the most appropriate level within our organization. Typically, the following categories are assigned to each level in the hierarchy as shown in the table opposite.

RigNet has classified its 'risk appetite' as the amount of risk that we are willing to accept in pursuit of an opportunity or the avoidance of risk where each pertains to product and/or system conformity, and which reflect the following considerations:

- Risk management philosophy per product or process;
- Capacity to take on or mitigate risk;
- Our objectives, business plans and respective stakeholder demands;

7. Support

7.1. Resources

7.1.1. General

Personnel performing work that affects product and/or service QHSE are competent on the basis of appropriate education, training, skills and experience consideration shall be given for both internal and external resource requirements and capabilities e.g. training, software, appropriate work instructions, competency skills, contract requirements, supply chain etc

7.1.2. People

Rignet will ensure that we can consistently meet customer and applicable statutory and regulatory requirements and will provided the persons necessary for the effective operation of the quality management system, including the processes needed.

7.1.3. Infrastructure

RigNet makes the necessary arrangements to determine, provide and maintain the infrastructure as needed, in order to achieve and maintain conformity to product/service requirements, such as buildings, workspace, associated utilities, process equipment and supporting services

7.1.4. Environment for the operation of Process

RigNet makes the necessary arrangements to determine and manage the environment, as appropriate, in order to achieve and satisfy conformity to the product/service. We will determine through risk assessment what is a work environment suitable to ensure conformity of products and services.

7.1.5. Monitoring and Measuring Resources

Functional management determines the necessary frequency and competence for personnel performing activities affecting product/service QHSE and provides training or similar actions to ensure and satisfy the required needs. Any action taken to improve the competence and/or training is evaluated to ensure compliance. All personnel are made aware of the relevance and importance of their activities and how they contribute to the achievement of the QHSE objectives.

Education, training, skill, and experience records may be maintained by HR on file or RigNet Learning Management System (LMS). The cognizant RigNet function for a given employee maintains and is responsible for the accuracy of employee education, training, skill and experience records.

RigNet Communications will ensure that any person(s) performing actions that may have a significant environment impact or any occupational health and safety risk, will be competent to perform such actions on the basis of appropriate education, training or experience, and will retain such records. Details of the process are contained within Training, Awareness, and Competence Procedure. Personnel will be made aware of the importance of conformance to procedures and to the requirements of the QHSE management system, their roles and responsibilities in achieving conformance to the QHSE policy, emergency preparedness procedures and response requirements, the potential consequences of departure from operating procedures, and the benefits of improved personal performance in adherence to procedure. Training requirements are also identified.

7.1.6. Organizational Knowledge

Qualifications of personnel are reviewed prior to hire, when an employee changes positions or the requirements for a position change. Human Resources maintain records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action will be taken to provide the employee with the necessary competence for the job. The results will then be evaluated to determine if they were effective.

7.2. Competence

All personnel who manage, perform, or verify activities affecting product/service QHSE are qualified and/or competent to established minimum requirements for that function on the basis of appropriate education, training, skills, experience and other recognized criteria. This will be determined through our HR system.

7.3. Awareness

All persons doing work under the RigNet's control shall be aware of the our QHSE policy, any objectives that are relevant to them through induction process. They will be required to understand how they are contributing to the effectiveness of the QMS and what the implications are of them not conforming to QMS requirements.

7.4. Communication

Executive Leadership ensures the QHSE Management System, related policies, processes and procedures and their effectiveness is communicated at all levels within RigNet. This includes, but not limited to, information from internal QHSE audits, management reviews, and customer feedback. Communication, Participation and Consultation Procedure details processes that are established for communication within and outside of the organization. It also details processes that are established for receiving, documenting, and responding to relevant communication from external parties and decisions whether to communicate externally about its significant environmental aspects, hazard identification, risk assessments and controls. Methods of communicating the effectiveness of the HSE programs include department and management meetings, management review, and other routine business communication.

Pertinent QHSE information is communicated to and from employees and other interested external parties. External communication will be limited to positive items unless specifically requested by other interested external parties. RigNet Communications will not release information about significant aspects, risks and hazards externally.

Employees and/or members of the HSE Committee will participate as appropriate in:

- aspects and hazard identification,
- risk assessments,
- determination of controls,
- incident investigations,
- development and review of HSE policies and procedures (through audits),
- consultation of changes which affect employee HSE,
- Membership on the HSE Committee.

HSE Committee Meeting minutes are available to all employees on our intranet system. Contractors will be informed of HSE changes as relevant to the work they are tasked with performing, using a Contractor Orientation Checklist. Contractors will inform Site Management Teams of any activities they may perform which could affect employee HSE, for onward transmission to inform employees of these activities. In the event that in-house capabilities are insufficient, Corporate or other external parties will be consulted about pertinent HSE matters.

Formal external communications shall be managed through RigNet Corporate Communications team.

7.5. Documented Information

7.5.1. General

The QHSE Management System includes documented processes and procedures as required by the organization and as described within this manual to ensure effective and consistent operation and control of the QHSE Management System for product/service QHSE. The QHSE Management System is composed of several levels of documentation, including a QHSE Management System Manual, QHSE Policy, QHSE Objectives, Processes/Procedures, Work Instructions (as required) and supporting documentation, i.e., records, checklists, etc.

7.5.2. Creating and Updating

The QMS documentation used to ensure the QHSE of RigNet products and services is maintained and controlled as described in the Document Control Process. All such documents and any revision is approved, uniquely numbered, and available in a legible condition at the point of use. The nature of a given change to a document is denoted for review before re-approval and after re-issue. Obsolete documents are withdrawn from service and archived for reference in such a manner to preclude unintended use. External documents and standards, if applicable, are identified and their distribution controlled.

7.5.3. Control of Documented Information

HSE documents are controlled according to RigNet's document **Retention Procedure**. The procedure outlines the following;

- Approval of documents for adequacy prior to issue;
- Review and update as necessary and re-approving documents;
- Ensuring that changes and current revision status of documents are identified;
- Ensuring that relevant versions of applicable documents are available at points of use;
- Ensuring that documents remain legible and readily identifiable;
- Ensuring that documents of external origin are identified and their distribution controlled;
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose;
- Periodic review by authorized personnel;
- Ensuring reference to documents of external origin are identified and controlled.

Records are established and maintained to provide evidence of conformity and effective operation of the RigNet QMS processes. Records are legible, identifiable, retrievable, retained for specified periods, protected from loss, and disposed in accordance with RigNet Corporate Document Management and Retention Procedure establishes the process for identification, maintenance, and disposition of HSE records, as well as the results of audits and reviews. These procedures require that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

8. Operation - Product & Service Development

8.1. Operational Planning and Control

RigNet plans and controls product/service design and development. During the design and development planning, RigNet determines the:

- design and development stages
- review, verification, and validation appropriate for each stage
- responsibilities and authorities for design and development

Design criteria applies to customer deliverables including documents, plans, user manuals, etc. Provisions are available for the planning, control and design and development of these deliverables.

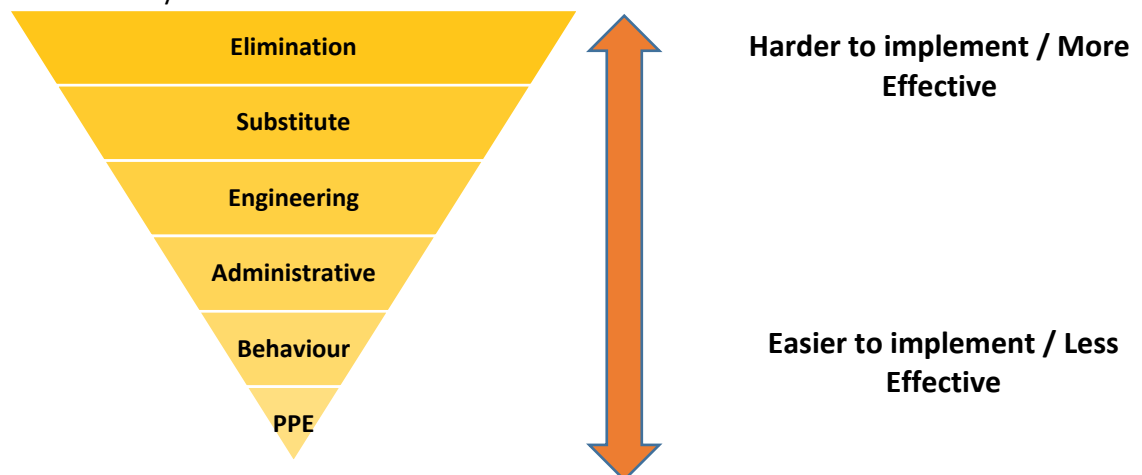
All organizational and technical interfaces between different groups involved in the design and development are managed to ensure effective communication and clear assignments of responsibilities.

Design planning output is updated, as appropriate, as the design and development progress evolves and/or changes.

8.1.1. Hazard and risk control

All hazards and risk controls must be planned in to the operational controls of any RigNet activity. In doing so we will insure that we use the hierarchy of controls in order of preference with regard to our risk management principles.

8.1.2. Hierarchy of controls



8.2. Requirements for Products and Services

Customer requirements are determined in order to ensure understanding of availability, delivery and support. The following minimum criteria is taken into consideration for customer related product/service requirements:

- requirements specified by the customer (contractual requirements), including the requirements for delivery and post delivery
- requirements not stated by the customer, but necessary for specified or intended use, where known
- statutory and regulatory requirements related to the product/service, if applicable
- any additional requirements considered necessary by the organization

8.2.1. Customer Communication

RigNet determines and implements effective arrangements for communicating with customers in regard to:

- product/service information
- inquiries, contracts or order handling, including amendments
- customer feedback and customer complaints

As applicable, reviews are held with the customer to resolve issues and exchange communications.

8.2.2. Determining Requirements Related to Products

Design input requirements relating to product/service QHSE include the following minimum criteria:

- functional and performance requirements
- applicable statutory and regulatory requirements
- where applicable, information derived from previous similar designs
- other requirements essential for design and development

The design inputs are reviewed for adequacy to ensure that requirements are complete, unambiguous and not in conflict with one another. Appropriate records of the inputs and reviews are maintained by engineering.

8.2.3. Review of Requirements Related to the Products

At suitable design and development stages, RigNet systematically reviews design and development projects to evaluate its ability to meet the requirements of the development plan as well as to identify any problems and to propose subsequent resolution. Product/service development reviews include representatives from groups having responsibilities or concerns relative to the given stage of the design and development and must be maintained by that department.

Records of the review and the necessary actions taken will be maintained by engineering.

8.2.4.Changes to Requirements for Products/Services

Design and Development changes are properly identified. The changes are reviewed, verified, validated (as appropriate) and approved by authorized personnel prior to implementation. Reviews of design and development changes include evaluation of the effect of the changes on constituent product and services already delivered. (Records of the results of review of changes and any actions will be maintained by the Change Management Practitioner.)

Planned Changes in operation will follow ITIL based framework which aligns with our business model and business systems. In doing so we will ensure:

- that all proposed changes are evaluated for their benefits and risks, and that all impacts are considered.
- prioritize changes so that limited resources are allocated to those changes that produce the greatest benefit based on the business need.
- require that all changes are thoroughly tested and that each deployment includes a back-out plan to restore the state of the environment in the event that the deployment fails.
- that the configuration management system is updated to reflect the effect of any changes

ITIL defines the best practices that IT organizations use to deliver value to customers via the concept of “services.” by using a standardized best-practice framework we ensure that employees understand their roles and the procedures that they must follow to deliver services and provide a high level of customer support.

8.3. Design and Development of Products

8.3.1.General

RigNet plans and control product/service design and development. During the design and development planning, RigNet determines the:

- design and development stages
- review, verification, and validation appropriate for each stage
- responsibilities and authorities for design and development
- any outsourcing of processes are managed accordingly

8.3.2.Design and Development Planning

Design criteria applies to customer deliverables including documents, plans, user manuals, etc. Provisions are available for the planning, control and design and development of these deliverables.

All organizational and technical interfaces between different groups involved in the design and development are managed to ensure effective communication and clear assignments of responsibilities.

Design planning output is updated, as appropriate, as the design and development progress evolves and/or changes

8.3.3.Design and Development Inputs

Design input requirements relating to product/service QHSE include the following minimum criteria:

- functional and performance requirements
- applicable statutory and regulatory requirements
- where applicable, information derived from previous similar designs
- other requirements essential for design and development

The design inputs are reviewed for adequacy to ensure that requirements are complete, unambiguous and not in conflict with one another.

Appropriate records of the inputs and reviews are maintained by engineering.

8.3.4.Design and Development Controls

At suitable design and development stages, RigNet systematically reviews design and development projects to evaluate its ability to meet the requirements of the development plan as well as to identify any problems and to propose subsequent resolution. Product/service development reviews include representatives from groups having responsibilities or concerns relative to the given stage of the design and development. (Records of the review and the necessary actions taken will be maintained by engineering.)

Design and development validation is performed in accordance with planned arrangements and specified requirements to ensure that resulting product/service is capable of meeting the requirements for the specified application or intended use, where known. When practical, validation will be completed prior to the delivery or implementation of the product/service. (Records of the results of the validation and any actions will be maintained by Build and Test as appropriate.)

8.3.5.Design and Development Outputs

The outputs of design and development are provided in a suitable form that enables verification against design and development input and is approved by the proper authority prior to release. The design and development outputs include the following minimum criteria:

- meet the input requirements for the design and development

- provide appropriate information for purchasing, production and for service provision
- contain or reference product/service acceptance criteria
- specify the characteristics of the product/service that are essential for its safe and proper use

8.3.6.Design and Development Changes

Design and Development changes are properly identified. The changes are reviewed, verified, validated (as appropriate) and approved by authorized personnel prior to implementation. Reviews of design and development changes include evaluation of the effect of the changes on constituent product and services already delivered. (Records of the results of review of changes and any actions will be maintained by the Change Management Practitioner.)

8.4. Externally Provided Products & Services

8.4.1.General

RigNet will ensure that externally provided processes, products and services meet the organization's specified requirements. Procurement of goods shall meet specified standards and safety requirements in the countries in which we operate.

8.4.2.Type & Extent of Control of External Provision

Where external Provision is required RigNet will determine the type and extent of controls to be applied to the external provision of processes, products and services and the potential impact of the externally provided processes, products or services on the organization's ability consistently to meet customer and applicable statutory and regulatory requirements.

8.4.3.Information for External Providers

Where applicable RigNet will ensure that the requirements it intends to communicate to the external provider are reviewed for adequacy prior to their being communicated.

8.5. Production and Service Provision

RigNet will ensure that there is establishment of controls and communication with regard to contractor's worker activities, the host company's worker activities, and anyone who may be affected by our activities in the workplace.

8.5.1.Control of Production and Service Provision

RigNet plans and provides production and service provisions under controlled conditions. Controlled conditions, as applicable, take into consideration the following minimum criteria:

- the availability of information that describes the characteristics of the product/service
- the availability of work instructions, as necessary
- the use of suitable equipment
- the availability and use of monitoring and measuring devices and activities, if applicable
- the implementation of release, delivery and post-delivery activities

8.5.2. Identification and Traceability

RigNet identifies its products/services by a suitable means throughout product/service realization, including its status with respect to monitoring and measurement requirements. Where traceability is required, RigNet controls and records the unique identifications of the product/service.

8.5.3. Customer or External Provider's Property

RigNet exercises care with customer property while it is being used or controlled by RigNet. RigNet identifies, verifies, protects and safeguards property provided for use or incorporation into the final product/service. Any customer property that becomes damaged, lost, or otherwise found to be unsuitable for use, is reported to the customer. (Records will be maintained for lost, damaged or unsuitable customer property by Supply Chain.)

8.5.4. Preservation

RigNet preserves product conformity during internal processing and delivery to its intended destination. This preservation includes identification, handling, packaging, storage and protection, as necessary. Preservation also applies to the constituent parts of a product/service.

8.5.5. Post-Delivery Activities

RigNet will ensure that any post-delivery activities are carried out under 'controlled conditions'. The processes established by RigNet shall address the post-delivery activities and associated risk identified based on the nature product or service we provide.

8.5.6. Control of Changes

RigNet ensures that predetermined verification at appropriate stages in the production/delivery process are in place in order to verify that products and services meet agreed acceptance criteria by our customer.

8.6. Release of Products and Services

The release of Products or services do not normally proceed to the customer until all of the planned tests and checks have been satisfactorily completed, unless otherwise approved by a relevant authority and where applicable, permission for early release must also be obtained from the customer.

8.7. Non-conforming Process Outputs

Product/service which does not conform to specified product/service requirements is identified and controlled to prevent its unintended use or delivery. Nonconforming product/service are evaluated and dispositioned by one or more of the following methods:

- by taking action to eliminate the detected nonconformity
- by authorizing its use, release, or acceptance under concession by a relevant authority, and/or as required by the customer
- by taking action to preclude its original intended use or application

(Records will be maintained identifying the nature of the nonconformance and any subsequent actions, including concessions obtained by Supply Chain.)

Any nonconforming product/service that is identified is subject to re-verification to demonstrate conformity to specified requirements. Should nonconforming product/service be detected after delivery or use has started, actions are initiated based on the severity and/or potential effects of the nonconformity.

8.8. Incident Investigation, Nonconformity, Corrective Actions

Incident Investigation, Nonconformity, and Corrective Action details the established procedure for handling incidents, non-conformances, taking action to mitigate any consequences arising from incidents, or nonconformities, the timely initiation and completion of corrective and preventive actions, and confirmation of the effectiveness of corrective and preventive actions taken.

RigNet Communications plans and implements the monitoring, measurement, analysis and improvement processes as needed

- To demonstrate conformity of the key characteristics of its operations
- To ensure conformity of the HSE Management System
- To continually improve the effectiveness of the HSE Management System

These processes are identified in documented procedures and include determination of applicable methods, including statistical techniques, and the extent of their use.

8.9. Accident Investigation

RigNet Communications takes timely action to record, investigate and analyse incidents in order to:

- Determine underlying HSE deficiencies and other factors causing or contributing to the occurrence of incidents,
- Identify the need for corrective action,
- Identify opportunities for preventative action and continual improvement,
- Communicate investigation results.

9. Performance Evaluation

9.1. Monitoring, Measurement, Analysis & Evaluation

9.1.1. General

RigNet plans and implements the monitoring, measurement, analysis and improvement

processes needed to:

- demonstrate conformity to product/service requirements
- ensure conformity of the QHSE Management System (QMS)
- continually improve the effectiveness of the QMS

These processes include determining applicable methods, including statistical techniques, and the extent of their use.

9.1.2. Customer Satisfaction

Information related to customer satisfaction is obtained through opinion surveys, customer data on delivered products or services quality, market-share analysis, compliments, warranty claims and dealer reports.

9.1.3. Analysis and Evaluation

RigNet determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the QHSE Management System (QMS) and to evaluate where continual improvement of the effectiveness of the QMS may be initiated. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data, at a minimum, provides information related to the following:

- Customer satisfaction
- Conformity to product/service requirements
- Characteristics and trends of processes and products (services), including opportunities for preventive action
- Suppliers

9.2. Internal Audit

In order to verify the compliance of the QMS with internal processes and procedures, and with the ISO 9001, ISO 14001, ISO 45001 international standard, Internal QHSE Audits are planned and carried out by trained auditors on a regular basis. These determine whether the QHSE Management system;

- Conforms to the planned arrangements, to the requirements of the International Standards and to the HSE Management System requirements established by RigNet Communications.
- Is effectively implemented and maintained.
- Is effective in meeting the organization's policy and objectives.

An audit schedule is prepared annually, taking into consideration the status and importance of the processes and results of previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and the conduct of audits ensures objectivity and impartiality of the audit process. Auditors are independent of the area audited and do not audit their own work. The process owners are responsible for the area being audited and ensures that actions are taken in a timely manner to eliminate detected nonconformities and their causes. The management responsible for the area being audited is responsible for ensuring that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results. Audit follow-up activities include the verification of the actions taken and the reporting of verification results with executive leadership. As well as nonconformities, preventive actions may be identified and monitored. (Records of Internal QHSE Audits and results are maintained by QHSE Team.)

9.3. Management Review

9.3.1. General

Executive Leadership reviews the QHSE Management System (QMS) at least annually to ensure that it continues to remain suitable, adequate and effective. The review includes assessing opportunities for improvement and the need for changes to the QMS, including the QHSE Policy and QHSE Objectives.

9.3.2. Management Review Inputs

The QHSE Management System (QMS) review input requirements includes, at a minimum, information on the following:

- Review of actions decided during previous management reviews
- Changes to context (internal/ external issues) of the organization that are relevant to our QMS.
- Information on the performance and QMS effectiveness, including trends and indicators for:
 - feedback from Customer and relevant interested parties,
 - achievements related to the Quality objectives,
 - process performance and conformity of products and services,
 - non-conformities and related corrective actions,
 - results of monitoring and measurement, and
 - external provider's performance
- adequacy of resources required for maintaining an effective QMS
- process performance and conformity of products and services
- reviewing the effectiveness of actions implemented to address risks and opportunities
- new potential opportunities for continual improvement

9.3.3. Management Review Outputs

The management review output requirements include, at a minimum, any decisions and/or actions related to the following:

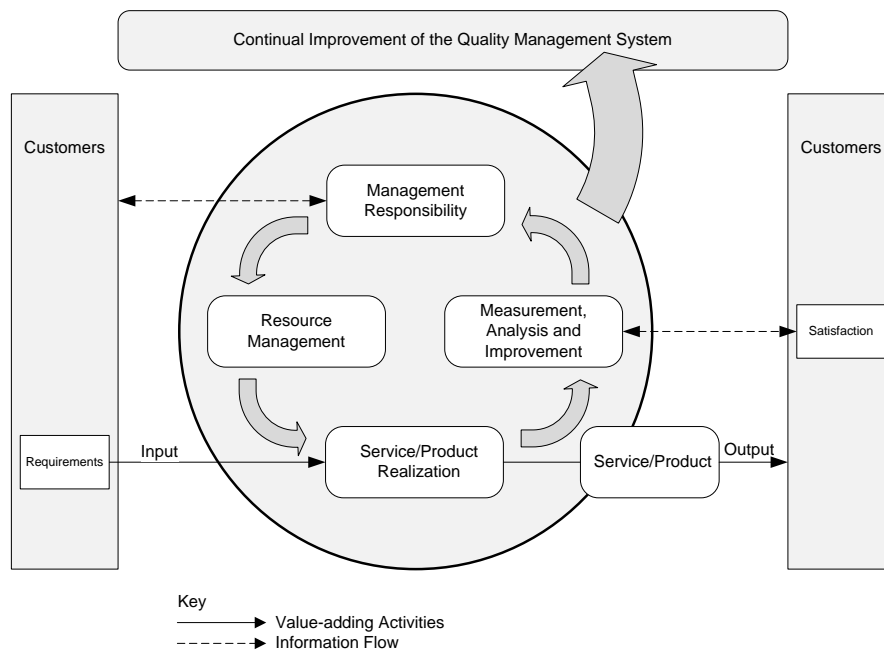
- improvement of the effectiveness of the QMS and its processes
- improvement of product/service related customer requirements
- any need for changes to the quality management system including, resource needs

(Records from the QHSE Management Reviews are maintained by Global Process Team.)

10. Improvement

10.1. General

RigNet is committed to implementing, maintaining and continually improving the QHSE Management System. Applicable processes, including management activities, provision of resources and product/service realization and measurement is controlled by RigNet in accordance with specified requirements and as stipulated by applicable international or regulatory standards. In the event that RigNet outsources any process that may affect product/service conformity, it will be controlled in accordance with organizational purchasing processes and procedures. These outsourced processes may include consulting, management activities, provision of resources and product realization and measurement. RigNet will decide and choose improvement opportunities and take necessary actions that will better enable the organization to meet customer requirements and enhance their customers' satisfaction.



10.2. Non-Conformity and Corrective Action

RigNet takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective Actions are appropriate to the effects of the nonconformity required.

A documented procedure is established and maintained to define the following minimum requirements:

- reviewing nonconformities, including customer complaints
- determining the causes of nonconformities
- evaluating the need for action to ensure that nonconformities do not recur
- determining and implementing action needed
- recording the results of action taken
- reviewing corrective action

10.3. Continual Improvement

RigNet continually improves the effectiveness of the QHSE Management System through the use of the QHSE policy, QHSE objectives, audit results, analysis of data, corrective and preventive actions, and management review.

11. Appendix 1 – Terms and Definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

- 11.1. Organization - person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives (11.16)

Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

- 11.2. Interested party (preferred term) - stakeholder (admitted term)

person or organization (11.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity.

Note 1 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

- 11.3. Worker - person performing work or work-related activities that are under the control of the organization (11.1).

Note 1 to entry: Persons perform work or work-related activities under various arrangements, paid or unpaid, such as regularly or temporarily, intermittently or seasonally, casually or on a part-time basis.

Note 2 to entry: Workers include top management (11.12), managerial and non-managerial persons.

Note 3 to entry: The work or work-related activities performed under the control of the organization may be performed by workers employed by the organization, workers of external providers, contractors, individuals, agency workers, and by other persons to the extent the organization shares control over their work or work-related activities, according to the context of the organization.

- 11.4. Participation - involvement in decision-making.

Note 1 to entry: Participation includes engaging health and safety committees and workers' representatives, where they exist.

11.5. Consultation - seeking views before making a decision.

Note 1 to entry: Consultation includes engaging health and safety committees and workers' representatives, where they exist.

11.6. Workplace - place under the control of the organization (11.1) where a person needs to be or to go for work purposes.

Note 1 to entry: The organization's responsibilities under the QHSE management system (11.11) for the workplace depend on the degree of control over the workplace.

11.7. Contractor - external organization (11.1) providing services to the organization in accordance with agreed specifications, terms and conditions.

Note 1 to entry: Services may include construction activities, among others.

11.8. Requirement - need or expectation that is stated, generally implied or obligatory.

Note 1 to entry: "Generally implied" means that it is custom or common practice for the organization (11.1) and interested parties (11.2) that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example in documented information (11.24).

Note 3 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

11.9. Legal requirements and other requirements - legal requirements that an organization (11.1) must comply with and other requirements (11.8) that an organization must or chooses to comply with.

Note 1 to entry: For the purposes of this document, legal requirements and other requirements are those relevant to the QHSE management system (11.11).

Note 2 to entry: "Legal requirements and other requirements" include the provisions in collective agreements.

Note 3 to entry: Legal requirements and other requirements include those that determine the persons who are workers' (11.3) representatives in accordance with laws, regulations, collective agreements and practices.

11.10. Management system - set of interrelated or interacting elements of an organization (11.1) to establish policies (11.14) and objectives (11.16) and processes (11.25) to achieve those objectives.

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The system elements include the organization's structure, roles and responsibilities, planning, operation, performance evaluation and improvement.

Note 3 to entry: The scope of a management system may include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

Note 4 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1. Note 2 to entry has been modified to clarify some of the wider elements of a management system.

- 11.11. Occupational health and safety management system - (QHSE management system) management system (11.10) or part of a management system used to achieve the QHSE policy (11.15).

Note 1 to entry: The intended outcomes of the QHSE management system are to prevent injury and ill health (11.18) to workers (11.3) and to provide safe and healthy workplaces (11.6).

Note 2 to entry: The terms “occupational health and safety” (QHSE) and “occupational safety and health” (OSH) have the same meaning.

- 11.12. Top management - person or group of people who directs and controls an organization (11.1) at the highest level.

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization, provided ultimate responsibility for the QHSE management system (11.11) is retained.

Note 2 to entry: If the scope of the management system (11.10) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

Note 3 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1. Note 1 to entry has been modified to clarify the responsibility of top management in relation to an QHSE management system.

- 11.13. Effectiveness - extent to which planned activities are realized and planned results achieved.

Note 1 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

- 11.14. Policy - intentions and direction of an organization (11.1), as formally expressed by its top management (11.12).

Note 1 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

- 11.15. Quality, Environmental, Occupational health and safety, policy - QHSE policy (11.14) to continually improve management system, to have minimal impact on the environment, to prevent work-related injury and ill health (11.18) to workers (11.3) and to provide safe and healthy workplaces (11.6).

- 11.16. Objective - result to be achieved.

Note 1 to entry: An objective can be strategic, tactical, or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organization-wide, project, product and process (11.25)).

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an QHSE objective (11.17), or using other words with similar meaning (e.g. aim, goal, or target).

Note 4 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1. The original Note 4 to entry has been deleted as the term “QHSE objective” has been defined separately in 11.17.

- 11.17. Occupational health and safety objective - QSHE objective (11.16) set by the organization (11.1) to achieve specific results consistent with the QHSE policy (11.15).

- 11.18. Injury and ill health - adverse effect on the physical, mental or cognitive condition of a person.

Note 1 to entry: These adverse effects include occupational disease, illness and death.

Note 2 to entry: The term “injury and ill health” implies the presence of injury or ill health, either on their own or in combination.

- 11.19. Hazard - source with a potential to cause injury and ill health (11.18).

Note 1 to entry: Hazards can include sources with the potential to cause harm or hazardous situations, or circumstances with the potential for exposure leading to injury and ill health.

- 11.20. Risk - effect of uncertainty.

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential “events” (as defined in ISO Guide 73:2009, 3.5.1.3) and “consequences” (as defined in ISO Guide 73:2009, 3.6.1.3), or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated “likelihood” (as defined in ISO Guide 73:2009, 3.6.1.1) of occurrence.

Note 5 to entry: In this document, where the term “risks and opportunities” is used this means QHSE risks (11.21), QHSE opportunities (11.22) and other risks and other opportunities for the management system.

Note 6 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1. Note 5 to entry has been added to clarify the term “risks and opportunities” for its use within this document.

11.21. Occupational health and safety risk - QHSE risk, combination of the likelihood of occurrence of a work-related hazardous event(s) or exposure(s) and the severity of injury and ill health (11.18) that can be caused by the event(s) or exposure(s).

11.22. Quality, Environmental, Occupational health and safety opportunity - QHSE opportunity, circumstance or set of circumstances that can lead to improvement of QHSE performance (11.28).

11.23. Competence - ability to apply knowledge and skills to achieve intended results.

Note 1 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

11.24. Documented information - information required to be controlled and maintained by an organization (11.1) and the medium on which it is contained.

Note 1 to entry: Documented information can be in any format and media, and from any source.

Note 2 to entry: Documented information can refer to:

- a) the management system (11.10), including related processes (11.25);
- b) information created for the organization to operate (documentation);
- c) evidence of results achieved (records).

Note 3 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

- 11.25. Process - set of interrelated or interacting activities which transforms inputs into outputs.

Note 1 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

- 11.26. Procedure - specified way to carry out an activity or a process (11.25).

Note 1 to entry: Procedures may be documented or not.

[SOURCE: ISO 9000:2015, 3.4.5, modified — Note 1 to entry has been modified.]

- 11.27. Performance - measurable result.

Note 1 to entry: Performance can relate either to quantitative or qualitative findings. Results can be determined and evaluated by qualitative or quantitative methods.

Note 2 to entry: Performance can relate to the management of activities, processes (11.25), products (including services), systems or organizations (11.1).

Note 3 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1. Note 1 to entry has been modified to clarify the types of methods that may be used for determining and evaluating results.

- 11.28. Quality, Environmental, Occupational health and safety performance - QHSE performance, performance (11.27) related to the effectiveness (11.13) of the prevention of injury and ill health (11.18) to workers (11.3) and the provision of safe and healthy workplaces (11.6).

- 11.29. Outsource - Verb. - make an arrangement where an external organization (11.1) performs part of an organization's function or process (11.25).

Note 1 to entry: An external organization is outside the scope of the management system (11.10), although the outsourced function or process is within the scope.

Note 2 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

- 11.30. Monitoring - determining the status of a system, a process (11.25) or an activity.

Note 1 to entry: To determine the status, there may be a need to check, supervise or critically observe.

Note 2 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

11.31. Measurement - process (11.25) to determine a value.

Note 1 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

11.32. Audit - Systematic, independent and documented process (11.25) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the organization (11.1) itself, or by an external party on its behalf.

Note 3 to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.

Note 4 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

11.33. Conformity - fulfilment of a requirement (11.8).

Note 1 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1.

11.34. Nonconformity - non-fulfilment of a requirement (11.8).

Note 1 to entry: Nonconformity relates to requirements in this document and additional QHSE management system (11.11) requirements that an organization (11.1) establishes for itself.

Note 2 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1. Note 1 to entry has been added to clarify the relationship of nonconformities to the requirements of this document and to the organization's own requirements for its QHSE management system.

11.35. Incident - occurrence arising out of, or during, work that could or does result in injury and ill health (11.18).

Note 1 to entry: An incident where injury and ill health occurs is sometimes referred to as an "accident".

Note 2 to entry: An incident where no injury and ill health occurs, but has the potential to do so, may be referred to as a “near-miss”, “near-hit” or “close call”.

Note 3 to entry: Although there can be one or more nonconformities (11.34) related to an incident, an incident can also occur where there is no nonconformity.

- 11.36. Corrective action - action to eliminate the cause(s) of a nonconformity (11.34) or an incident (11.35) and to prevent recurrence.

Note 1 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1. The definition has been modified to include reference to “incident”, as incidents are a key factor in occupational health and safety, yet the activities needed for resolving them are the same as for nonconformities, through corrective action.

- 11.37. Continual improvement - recurring activity to enhance performance (11.27).

Note 1 to entry: Enhancing performance relates to the use of the QHSE management system (11.11) to achieve improvement in overall QHSE performance (11.28) consistent with the QHSE policy (11.15) and QHSE objectives (11.17).

Note 2 to entry: Continual does not mean continuous, so the activity does not need to take place in all areas simultaneously.

Note 3 to entry: This constitutes one of the common terms and core definitions for ISO management system standards given in Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1. Note 1 to entry has been added to clarify the meaning of “performance” in the context of an QHSE management system; Note 2 to entry has been added to clarify the meaning of “continual”.