



CUSTOMER SERVICE STATEMENT

OPITO
In partnership with

????????????? (Company Name)
(an OPITO Approved Training Organisation)

(company Logo)

**in respect of all persons attending an OPITO approved course
commit to the following :**

- **To ensure that delegate safety and well-being remains the highest priority at all times.**
- **To ensure all training is conducted in a safe and controlled environment by qualified instructors.**
- **To ensure all personnel receiving OPITO training, are aware that (... *company name*) have the responsibility and right to intervene and stop training, when it is safe to do so, should they observe a delegate in distress or their health and safety is at risk.**
- **To ensure all delegates understand their rights when receiving OPITO training, including the right to demand to stop training if they are in distress or their health and safety is at risk.**
- **To be treated in a courteous manner at all times**
- **To ensure delegate competence is assessed by trained and qualified Assessors (where applicable)**
- **To ensure training events are limited to a maximum number of delegates as defined within the OPITO standards**

(STATEMENT TO BE SIGNED BY PERSON RESPONSIBLE FOR THE TRAINING)

One role of OPITO is to ensure all persons receive training to the OPITO standards, as specified by the Oil & Gas Extraction Industry. If you have any questions, queries or comments with regard to OPITO training standards or courses, please contact **OPITO LLC, Houston, USA office at (+1 713 338 3492)**. Alternatively contact OPITO via email at americas@opito.com or visit the OPITO web site opito.com