



QUALITY POLICY

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Achieving the highest standard of quality performance is essential to the long term success of our business. Our aim is to be recognised as an industry leader in quality and for our people to think and live quality in every aspect of their daily work, and in every project, product and service we deliver.

At Cladtek, our business is all about the manufacture and supply of world class CRA clad and lined products including pipes, fittings, flanges, valves, induction bends, pressure vessels, subsea equipment, well head and Christmas tree components, and skids, for industry sectors such as oil and gas, petrochemicals, power, water and marine.

To assure a strong quality culture and to achieve our goal of industry leadership we will:

- Implement a systemic approach to quality assurance and be proactive in quality control.
- Continuously review our processes, practices and equipment for improvements: challenge what we do now; look for ways to do things better, and encourage research and development that supports improved product quality and reliability.
- Embed quality considerations into all our business decisions and development.
- Embrace new ideas, listen to our staff, our customers, our suppliers and other interested parties in regards opportunities to enhance quality.
- Encourage effective communication and analysis to identify risks, problems and solutions early. Likewise to identify opportunities to enhance quality and reliability in our products and services.
- Understand the risks, costs and impacts, not only to our own business, but to our customers, and the lives and livelihoods of others in the event of a quality failure, and act positively to eliminate or mitigate such risk to the greatest extent possible through our own systems, processes and practices.
- Comply with all applicable laws, standards, specifications, and Company policies and procedures at all times, and where choices exist, act responsibly to deliver benchmark products and services.

Through defined and documented procedures, aligned to ISO 9001:2015 and API Spec Q1 9th edition, and our enduring commitment to quality as set out in this policy, it is our intent to assure our customers and our other stakeholders are completely satisfied in all respects with our products and services, but particularly in relation to quality, reliability and timeliness of delivery. We have established KPIs which are regularly monitored to help us assured that both letter and intent of this policy are implemented and do drive our business.

Cladtek communicates this policy throughout its organization, trains its employees in the appropriate use of its Quality management systems and engages them in the regular setting, measuring and revision of objectives.

Cladtek will ensure that the management system is regularly reviewed for suitability. Identified risks and opportunities for continual improvement will be recorded and incorporated into the quality management system in order to enhance its effectiveness.

General Manager