

VOTS-MPP-01-G

1<sup>st</sup> January 2023

Vanguard Oil Tools & Services shall provide products and services in compliance with statutory and regulatory requirements, that consistently meet or exceed our customers' expectations.

By integrating our Values and Culture into everything we do, we aim to continually improve our products and services, with focus on enhancing customer satisfaction.

**Vanguard Oil Tools & Services is committed to:**

- Establishing Quality Objectives to identify, measure, monitor, and communicate Key Performance Indicators against targets, with the aim to continually improve our products and services.
- Conducting periodic management reviews to determine and improve the effectiveness and efficiency of our Quality Management System.
- Ensuring that risks with the potential to impact and affect quality and product conformity are identified, eliminated, or reduced, to prevent quality-related incidents.
- Managing costs and preventing non-productive time (NPT) by adopting best management practices to promote continual improvement of our business processes.
- Understanding and satisfying both our internal and external customers' needs and expectations by developing robust management systems with the aim of improving our performance to satisfy our customers.
- Identifying, implementing, and maintaining systems for control of quality critical activities to ensure safe, effective, and efficient work methods.
- Working closely with our customers and suppliers to continually develop and improve our supply chains and partnerships that deliver mutual benefit.
- Ensuring the development of employees' skills by providing the necessary information, instruction, training, and supervision required to achieve specified quality requirements.
- Ensuring that everyone working for Vanguard Oil Tools & Services are fully aware of their responsibilities and commitment to quality and ensuring all activities that may impact quality are performed in a controlled manner.

**Vanguard Oil Tools & Services ensures that this Policy is:**

- **Communicated:** By informing the employees through planned training activities and mentoring.
- **Understood:** By regularly auditing the processes and by encouraging employee involvement.
- **Implemented:** By regularly auditing the Quality Management System.
- **Maintained:** By conducting Management Reviews to verify the continued effectiveness of the Policy.



Managing Director  
(MD)  
*Issa Al Battashi*



Chief Operations Officer  
(COO)  
*Neil D'Souza*



Chief Technology Officer  
(CTO)  
*Borre Loviknes*



Chief Financial Officer  
(CFO)  
*Mohammadi Doctor*