
	<b>QUALITY POLICY</b>			
	<b>Doc. No.</b>	PRO-QC-028	<b>Ver. No.</b>	



ProFloat are experts in the maintenance of Drill Riser Buoyancy Modules and offer industry-leading repairs, modifications and condition assessments worldwide for the offshore oil and gas industry. The purpose and strategic direction of the Company is informed most by the international nature of its operations and its goal of ensuring the same quality levels are achieved in the field as are produced in our fixed facility in South Africa. All our long-term strategies and short-term actions is designed by a set of core values that are shared by every person: **Quality above all.** A keyway to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of **ISO 9001: 2015.**

**Top management is committed to:**

- satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- the quality management system requirements are reviewed regularly and are easily available to all persons who may need access to it.

**Top Management is primarily responsible for the implementation and adoption of the Quality Management System operated by the Company. This objective includes:**

- We ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- We ensure the policy will be made available to relevant interested parties through training of internal parties, distribution to select external interested parties such as Customers, and constant review by Management to ensure adoption.
- We ensure that the Company hires employees who are performance orientated and provide them with appropriate training and systems to ensure their competence always meets the company's requirements and exceeds those of the customer.
- We provide a work environment that promotes the well-being of its employees and encourages positive teamwork.
- We implement a set of comprehensive procedures, regulating all services offered by the Company, thereby ensuring a consistently high quality of service.
- We ensure flexibility of our services allowing provision thereof where the customer requires them.
- We monitor and measure the effectiveness of our business processes and procedures through Management Review and the Internal Audit processes.
- We monitor customer satisfaction through customer surveys sent directly to the customer and set objectives for continual improvement OR proactively seek feedback from customers on how well our products/services meet their requirements.
- We analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- We select and work closely with suppliers who enable the company to create and deliver a reliable solution.

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**Certification**

Our QMS is externally audited by DNV GL and has been certified as meeting the requirements of ISO 9001:2015 for Quality Management Systems listed within the scope of our certificate.

The continual improvement of the effectiveness of the company’s Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

**Contact Us**

If you have any questions about this Policy or our data practices, please contact us at:

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Signed: 

**Approval:** Keane Harvey

**Date:** 1 July 2024

**Capacity:** Managing Director