



## QUALITY POLICY

NA Solid Petroserve Ltd Canada Calgary - Romania Branch is active in the oil and gas industry, providing well testing and wireline services, sales, installation, operation and maintenance of temporary production equipment, assembling of surface gauges.

NA Solid Petroserve Ltd Canada Calgary – Sucursala Romania has made a commitment towards achieving operational excellence. Our goal is to deliver the highest possible value to our customers by providing the highest quality services, products and technical support.

Our Quality Policy serves as the guideline towards our day-to-day conduct on the job.

### **Context:**

NA Solid Petroserve Ltd Canada Calgary - Romania Branch identifies the context in which it operates, respectively the interested parties that interfere with the organization's processes and activities.

SOLID determines the internal and external aspects that influence the development strategy and the ability of IMS to meet expected results, as well as the expectations and needs of these interested parties.

NA Solid Petroserve Ltd Canada Calgary - Romania Branch is committed, through the maintenance of IMS, to ensure that the expectations and needs of interested parties are met.

### **Our main objectives are:**

- To provide products and services of the highest possible standard, to satisfy our customer needs, expectations of quality, safety, reliability and services.
- Increasing the professional competence and efficiency of employees' activities.
- Identification of interested parties and control of all aspects that may influence the strategic development of the company.
- Continuous improvement of own processes, performance and efficiency of the integrated management system.

### **Our commitments are:**

- To ensure the necessary resources to improve the performance and effectiveness of the integrated management system.
- To carry out operations in accordance with legal and regulatory requirements and the specific requirements of our customers.
- Promote and support activities to identify and address risks and opportunities that may affect product and service compliance and the ability to increase customer satisfaction.
- Involve all employees in the development, maintenance and improvement of the quality management system through awareness and training.
- Involve and support contractors, where applicable, in improving quality and communicate our requirements to them.

NA Solid Petroserve Ltd Canada Calgary - Romania Branch is committed to ensure that Quality Policy and its associated quality management concepts are understood, implemented and maintained throughout our organization and are available to all interested parties.

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Alin Dumitrescu

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