

QUALITY POLICY

We, **REFERANS** consistently meet or exceed our customers' expectations and responsibly manage risks to quality for products and services supplied.

Our commitment is to never compromise on the quality of our products and services, by:

- Promoting a strong culture of quality management within leadership and across the organization,
- Identifying and managing risks related to product and service realization.
Promoting process approach and risk-based thinking enhanced by root cause analysis.
- Learning from experiences and building on best practices to improve performance.
Understanding customers and interested parties' requirements and demands to deliver projects that enhance customer satisfaction and meets applicable regulatory and code requirements.
- Conforming to the quality management system requirements and promoting communication for effective quality management system.
- Ensuring that processes are efficient and effective.

To fulfil this commitment **REFERNS** will:

- Continuously improve its quality management system and performance.
- Ensure that needs & expectations of interested parties, internal & external issues and quality targets are understood by all employees, as well as encouraging and promoting them to participate for these targets through trainings, education, and communication.
- Engage competent resources to implement, maintain and continually improve the quality management system.
- Ensure Customer Satisfaction by maintaining good communication.
- Promote knowledge sharing, disseminate lessons learned and best practices across the organisation.
- Improve time and cost effectiveness of the delivery process.
- Develop and maintain systematic, risk-based process approach.

Delivering customers' expectations is a corporate responsibility that starts with Top Management and flows down through the lower management to front line employees performing work. Our Top Management engages, directs, and supports teams to build-up and improve REFERANS quality mindset. Every employee at all levels is responsible for identifying the quality related risks associated with his/her work and contributing to the process to reduce the risks.