



Energy Services Steel Company

Quality Policy

Energy Services Steel Company is committed to achieving total customer satisfaction through innovative business methods, cost control and continual improvement of its business processes.

The company mission is to successfully deliver high quality, cost effective products and services on time to client fully in compliance with the agreed order specification every time.

To fulfil the mission, the policy is to maintain a practical but comprehensive Quality System based on its stated commitment to customer satisfaction and continuous improvement.

We are committed to comply with local statutory and regulatory requirements to which our company operates.

The policy embraces the following key principles:

- The satisfaction of customers, both external and internal, shall be the primary focus of the quality management activities
- Systems and controls shall be prevention based to foster more effective decision making
- Vendors and Suppliers are integral to the quality process and company staff shall work closely with them to meet customer's needs
- Staff shall be encouraged and empowered to participate in quality improvement activities through teamwork and focused task groups
- All staff shall have individual responsibility for understanding and applying this Quality policy in the performance of their tasks
- Company management is fully committed to their Quality Policy through active participation in quality improvement activities and leadership by example
- This policy shall be communicated and understood by all employees
- The quality policy shall be reviewed for continuing suitability

A handwritten signature in blue ink, appearing to read 'Michael Craig'.



Michael Craig

CEO

Date:03.10.2016