

Quality Statement

Purpose of this policy:

To share and communicate our commitment to continually improve the service, products and materials we provide to meet and where possible exceed our customers' requirements. This policy applies to Flowline Ltd and all its subsidiary companies wherever their operations are carried out and is reviewed and, if necessary, revised annually.

Our commitment:

The Flowline Board is responsible for establishing this policy and for monitoring and reviewing the quality performance of Flowline Ltd and its subsidiaries. The Executive Chairman is responsible for implementing this policy. We aim to achieve the above by maintaining a management system that complies with the international standard BS EN ISO 9001 2015. Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

Achieving our commitment:

We are committed to continually improving and creating a strong and sustainable quality culture, across all our activities by;

- Appointing suitable personnel at Flowline Ltd responsible for implementing this policy and forming procedures to achieve our commitment to the highest quality performance
- Deploying the best leadership and management structure required to deliver this policy.
- Complying with applicable requirements, including satisfying and meeting the requirements of our customers, as well as legal and regulatory requirements and other requirements relevant to our business.
- Identifying and providing adequate training and establishing systems to assist all personnel to achieve the standards required.
- Continually improving of the quality management system and helping to ensure it remains effective.
- Engagement, consultation and participation of our employees and interested parties at all appropriate levels, on quality responsibilities through standards, education, supervision and effective communication.
- Providing a framework to set quality performance targets and objectives.
- Implementing robust quality management systems, adopting best practices and ensuring they are communicated and maintained.
- Ensuring our supply chain partners meet the standards we set.
- Monitoring and assuring our performance to verify that we are fully compliant with our standards, requirements, and expectations.

Signed:

Thierry Bouzac – Executive Chairman

Date: August 2021

Review Date: August 2022