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## PETROFAC LIMITED

### QUALITY POLICY

#### Vision

Petrofac will be recognised as a company that consistently meets or exceeds our customers' expectations and responsibly manages risks to quality across all facilities that we design, construct, or operate.

#### Commitment

The Petrofac Board of Directors has ultimate accountability for ensuring the requirements of our interested parties/ customers are understood and delivered. Petrofac's top management is committed to:

- Understanding our customers' requirements to deliver products and services that enhance customer satisfaction and meets applicable statutory and regulatory requirements
- Ensuring Petrofac's business delivery processes are efficient and effective
- Promoting the process approach and risk-based thinking
- Promoting a strong culture of quality management within leadership and across the organisation
- Identifying and managing risks and opportunities to product and service delivery
- Learning from our own experiences and building on best practices to improve our performance
- Communicating the importance of effective quality management and of conforming to the Quality Management System requirements
- Work together across Petrofac to optimize value for ourselves and our customers, without compromising quality and integrity

#### Objectives

To meet this commitment at Group level, Petrofac will:

- Establish quality objectives
- Promote information gathering and knowledge sharing across the organization by enhancing efficiency through the use of digital tools and systems
- Maximize cost efficiencies in the delivery process
- Periodically review the suitability and effectiveness of this policy, our management systems, targets, and objectives

Each Petrofac business unit will:

- Set quality objectives and targets and promote continual improvement to quality performance
- Ensure that our quality goals and expectations are understood at all levels to promote continual improvement
- Develop and maintain a systematic, process approach to quality management
- Engage competent resources to implement, maintain and continually improve the Quality Management System
- Proactively identify and assess risks to quality and implement effective management controls to reduce waste
- Identify, investigate, and correct quality issues, share knowledge of best practices learned through experience and take appropriate actions to prevent recurrence
- Measure, review, and report on quality performance
- Maintain open communication with our customers to ensure their satisfaction

#### Responsibility and implementation

Delivering our customers' expectations is a line responsibility that starts with the Group Chief Executive and flows down through the line management structure to front line employees performing work. Top management within Petrofac is responsible for engaging, directing, and supporting their teams to contribute to the effectiveness of the Quality Management System. Every Petrofac employee is responsible for identifying the quality related risks associated with their work and contributing to reducing these risks. All employees are empowered to speak up if they see any quality opportunity or risk that can affect the Quality Management System.

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**Sami Iskander, Chief Executive Officer**

**31 January 2022**



