

## QUALITY POLICY

AWS engages in providing industrial tank cleaning services as well as PSV (Platform Supply Vessel), oil rigs, platforms and onshore crude oil, mud and brine storage, glycol tanks, sewage and fresh water tank cleaning. Furthermore, AWS also involves cleaning of vacuum and tanker truck cleaning by using automated tank wash system.

AWS seeks to continuously improve the quality of its staff, deliverables and customer experience through teamwork, training and the application of technology. This will ensure that all operations are executed in conformity with contractual requirements and are seen to be best in class.

We are committed to provide our customers with the highest level of service standards in all types of tank and industrial cleaning activities as well as in the safe transfer and disposal of waste. We recognize that our future is dependent on our customers' satisfaction and to that end, it is our policy:

- to work in accordance with the requirements of ISO 9001:2015, statutory and regulatory requirements and industry best practice codes;
- to ensure that the Quality Management system is aligned with the context of the company and its strategic direction;
- to consider and address external and internal issues that could influence the purpose and the strategic direction of the organization such as changes in regulations, increased competition, new market requirements, new expectations of interested parties and staff morale;
- to work with our stakeholders and clients so as to understand and meet each other's needs and in doing so building mutually beneficial relationships to ensure long term success through good communication and empathy;
- to strive to exceed clients' expectations;
- to detect and address opportunities and risks that may directly or indirectly impact AA Services activities by developing the opportunities and by assessing the hazards and implementing the appropriate control measures to reduce risk;
- to enhance company and clients' business performance by providing a professional service with state of the art solutions for waste management;
- to ensure effectiveness Quality management system through systematic audits to provide assurance that legislation, standards and company policy are being complied with;
- to provide suitably competent personnel and innovative and effective solutions to achieve client requirements;
- to promote systematic research and use of best practices at all levels;
- to continually improve the effectiveness and efficiency of our the Quality Management System, which is part of our the company Integrated Management System;
- to communicate this Quality Policy to all employees ensuring that it is understood by everyone.
- to make the Quality Policy available to all relevant interested parties.

Rahim Rafili  
Branch Manager



Date: 09 January 2019

