

MILAHA QUALITY POLICY

It is our mission to deliver reliable service by focussing on safety, quality and our customers and other stakeholders; to provide an enriching environment and to always live by our values.

The Milaha Quality Policy applies to all locations and operations under the control or influence of Milaha and its entities.

Customer satisfaction is considered a foundation of function within Milaha, and its management integral to the success of the organisation.

Integration of quality management principals into our business activities and endeavouring to identify continual improvement opportunities is recognised as vital to achieving excellence.

Milaha will achieve our quality objectives through:

- providing products and services compliant to regulatory and other obligations including specific oil, gas and petroleum requirements complying with ISO/TS 29001 where relevant,
- enabling a leadership culture which champions quality management at all levels of the organisation,
- setting of clear quality objectives and targets in the measurement of performance,
- establishing and implementing a quality management system in accordance with the requirements of ISO 9001,
- understanding our customers' needs and ensuring that these needs are satisfied,
- identifying and addressing opportunities for improvement in our processes for customers,
- actively seeking performance feedback from our customers,
- providing adequate resources to enable effective implementation of quality management systems,
- ensuring that personnel are appropriately trained and have the required competence to achieve the company's objectives,
- implementing processes for the monitoring and review of the quality management system,
- developing mutually beneficial relationships with customers and suppliers,
- ensuring that Milaha processes are managed in a consistent manner that reduces risk and avoids rework, delays, and idle time,
- periodically assessing and reviewing of quality objectives and targets.

Approved and authorised by:

Signed and approved
through Digital Documents

Fahad Saad Al-Qahtani
Group Chief Executive Officer

Document Status

Document Status

| Revision Number | Owner | Approved for Issue | |
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| | | Name | Date |
| 1.0 | Dean Prince | Abdulrahman Essa A E Al-Mannai | 10/06/2016 |
| 2.0 | Dean Prince | Abdulrahman Essa A E Al-Mannai | 20/12/2018 |
| 2.1 | Dean Prince | Abdulrahman Essa A E Al-Mannai | 25 APR 2022 |
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| 3.0 | Dean Prince | Fahad Saad Al-Qahtani | 30 MAY 2024 |

Revision History

| Revision Number | Amendment Description |
|-----------------|---|
| 1.0 | Consolidation to Milaha Policy and alignment with ISO 18001 |
| 2.0 | Alignment to BSC requirements and ISO 45001 |
| 2.1 | Minor clarifications |
| 2.2 | Change of PCEO within Milaha |
| 3.0 | Change of GCEO within Milaha |

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