



# SHAWCOR

ENERGY SERVICES • GLOBAL SOLUTIONS

## Quality Policy

**ShawCor is committed to complete customer satisfaction and to providing quality products and services.**

The Company recognizes that an emphasis on quality is essential to its success, as well as being in the best interest of all employees and customers.

ShawCor's quality objectives shall be achieved at all Company locations by adhering to the following principles:

- **Responsibility for quality and customer satisfaction rests with all employees**
- **Implementation of industry leading quality management and measurement systems**
- **Identification and documentation of customer requirements**
- **Conformance to customer requirements and compliance with applicable standards**
- **Elimination of non-conformances**
- **Commitment to flawless execution**
- **Continual improvement of quality performance**

Management and supervisory personnel at each division and location shall be responsible for implementing and maintaining a rigorous quality management system to sustain this policy. Regular audits shall be completed to determine conformance to the quality management system.

Everyone shares responsibility for quality and flawless execution in all aspects of their work.

**Bill Buckley**  
President & Chief Executive Officer

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Original Policy: September 2005

Last Revised: December 2009



# QUALITY