



**MORE
POWERFUL
TOGETHER**

Quality Policy

Our goal is to offer our customers products and services of outstanding quality and value. We want our customers to be satisfied and to have lasting trust in our products and services. In order to achieve this, Oleeo has established and shall maintain an effective and efficient quality management system to be applied by all members of the company, and is committed to the continual improvement of this system. Quality is the responsibility of everyone in the company, and all employees are encouraged to achieve continual improvement in their areas of work.

Quality Principles

The Quality Policy is based on 9 Quality Principles:

- customer focus
- systematic, process-based approach
- flexible QMS framework
- risk based decision-making
- problem prevention
- alignment with business strategy
- practical, pragmatic solutions
- cost and time efficient working practices
- continuous improvement, incorporating learning from experience

Quality Objectives

The Oleeo Leadership Team shall establish documented top-level quality objectives.

The quality objectives shall:

- be consistent with the quality policy
- be measurable
- take into account applicable requirements
- be relevant to conformity of products and services and to enhancement of customer satisfaction
- be monitored
- be communicated
- be updated as appropriate

When planning to achieve the objectives the Leadership Team shall determine what is to be done, who is responsible, when it will be completed and how the results will be evaluated.

Appropriate and relevant measurable objectives shall be set throughout the business at all levels of operation. Key Performance Indicators shall be monitored to assess performance and help identify opportunities for improvement. Departmental and operational objectives shall be in line with and shall support the company strategy.

A handwritten signature in blue ink, appearing to read "Charles Hipps".

Endorsed By
Charles Hipps
Founder & CEO