



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:

- **Identification and documentation of customer requirements**
- **Conformance to customer requirements and compliance with applicable legal standards**
- **Innovation to prevent waste in products, processes, and services**
- **Adoption of a zero defects performance standard**
- **Measurement and elimination of the price of nonconformance and customer complaints**
- **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 eliminating opportunities for errors and doing the job right the first time.

Bill Buckley
President & Chief Executive Officer

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