

## Scope

Peak Well Systems is a leading specialist in the design and manufacture of advanced downhole tools for well intervention. We provide both operators and service companies around the world with an extensive range of innovative technology systems, expert field deployment capabilities, and bespoke engineering solutions. Our aim is to improve well performance and productivity for our customers.

## Peak Well Systems is committed to:

- Providing products and services that consistently meet or exceed customers' expectations.
- Ensure everyone working for Peak is fully aware of their responsibility for Quality and for ensuring that all business processes which may impact upon Quality are performed in a controlled manner.
- Adopt best management practices in order to promote continual improvement of our business processes, for the benefit of our customers and other stakeholders.

## The Quality Policy requirements are to:

- Understand both internal and external customer needs and expectations by developing robust management systems to deliver customer satisfaction.
- Define and communicate responsibility and accountability to employees who own those business processes which can impact on Quality.
- Identify, implement and maintain systems of control for Quality critical activities to ensure effective and efficient work methods.
- Work closely with our customers and suppliers to continually develop supply chains and partnerships that deliver mutual benefit.
- Monitor and measure processes to ensure that both internal and external customer requirements are achieved.
- Respond promptly to Quality concerns raised by our own employees, customers and other stakeholders to improve our performance.
- Ensure the development of our employees' skills by providing the necessary information, instruction, training and supervision to enable them to achieve specified requirements.
- Identify, measure, monitor and communicate Key Performance Indicators against Quality objectives and targets.
- Provide adequate resources to ensure that Peak's Quality Policy is achieved.

**Nigel Avern**  
**Chief Executive**

27 May 2013

PWS-PL02 Rev 3

### Peak ensures that this policy is:

**UNDERSTOOD:** By explaining it during the employee's initial induction programme and following any subsequent changes.

**IMPLEMENTED:** By regularly auditing.

**MAINTAINED:** By conducting management reviews to verify the continued effectiveness of the policy.