

Service Quality Policy



One of the Gulf Energy's Business fundamentals is to deliver products and services meet or exceed our customers expectations and objectives while complying with legal, international, national, customer and other applicable standards and requirements.

At Gulf Energy, every employee should be motivated by a constant quest for excellence in order to provide best-in-class Service Quality at all times.

Our commitment to Service Quality relies on the following:

- **Competent Resources:** Providing certified and fully operational assets as well as motivated, trained, competent and experienced personnel to our customers.
- **Operating Standards and Processes:** Developing and implementing workflows to cover all aspects of our operations cycle and ensuring procedural adherence of the same.
- **Operational Excellence:** Executing flawlessly to always meet and exceed customer's objectives; ensuring operational risks are properly managed with actions to reduce residual risks to negligible levels; and recognizing outstanding performance.
- **Auditing and Continuous Improvement:** Regularly assessing our performance; the effectiveness of our quality processes and our compliance levels, and taking appropriate actions to continuously improve our solutions, products and services.

All Gulf Energy employees and contractors are accountable to ensure compliance with this policy. We will review this policy regularly to ensure that it still reflects our strong commitment and focus on Service Quality.

Sultan Al-Ghafri
Vice President - Oman
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