

QUALITY MANAGEMENT SYSTEM POLICY

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DATE: 09/15/2023		

CONTROL OF CHANGES

Revision Number	Description of Change	Pages affected	Date	Reviewed by:	Approved by:
00	Initial issuance of the document	All of them	09-15-23	Carlos Torres	Carlos Torres
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1. Objective

Establishment of the Quality Management System (QMS) Policy aligned with the organization's vision, and mission and providing the framework to set the Quality Objectives in the context of the Royal Oaks Energy Services (ROES) operation.

2. Scope

Declaration of management's commitment, as well as encourage all interested parties towards reaching and exceeding customer expectations through continuous process improvement.

3. Responsibilities

3.1. Management assumes the responsibility not only for the Quality Policy establishment but also for updating, communication, and maintenance, and also sets through this Policy the commitment to continuous improvement throughout the organization.

3.2. QA Coordinator will support Management in the preparation of any QMS Policy updating according to their directive instructions.

4. References

- ISO 9001:2015 (clause 5.2)
- ISO 9000:2015 (section 3.5.9)

5. Effective date

September 15, 2023

6. QMS Policy

Royal Oaks Energy Services, under the leadership and commitment of its Management, aims towards the implementation and maintenance of a quality management system through compliance with the requirements established in the ISO 9001:2015 standard, in order to become a local and international reference supplier, for the provision of technical, operational, business, recruiting, and training Consulting Services, the Procurement and Supply of specialized tools, software, parts, equipment, and third-party services, as well as equipment rentals for Oilfield Services, not only to satisfy but also exceed the needs and expectations of our customers, contributing to the success of their operations framed within the specialized Energy service sector.

Management emphasizes meeting and exceeding customer expectations based on the optimization of lead times, efficient support from contractors and external providers, extensive experience, and competence acquired in all stages of the business, with the commitment to continuous improvement of the processes. Establishing itself as the preferred supplier in the market, maintaining customer loyalty, under measurable and assumable risks, minimizing non-conformities, and taking advantage of opportunities in possible new markets under viable technological trends.

For Royal Oaks Energy Services this quality policy sets the reference for establishing objectives, principles, and strategies, with the provision of necessary resources. Annual reviews of its internal and external context shall be conducted, considering it as an official document accessible to all parties in the organization.



Carlos Torres
ROES Director