

QUALITY & CLIENT SERVICE POLICY



At Neptune, our purpose is **finding better ways to enable our clients to provide reliable energy**. Our commitment is to deliver products and services that meet or exceed our client's expectations. We achieve this through our highly skilled people who are passionate in their field of expertise and committed to their clients. Neptune takes a proactive approach towards latest technology, technical excellence and robust systems for continuous improvement.

To implement this policy and maintain our commitment, management and staff will:

- Establish, document, implement and maintain a Quality Management System as an element of Neptune's Integrated Management System, with measurable objectives and targets
- Provide the infrastructure and resources needed for quality, including the education, training, skills and experience of our people
- Define and communicate quality responsibilities and authorities
- Understand interested parties' requirements prior to commencing any work
- Maintain and improve integrated communication processes
- Continually review our quality objectives and the strategies that underpin them
- Plan and conduct regular audits and management reviews of the quality management system and operating practices, to ensure its ongoing suitability, adequacy, effectiveness and evolution
- Meet client needs and expectations whilst complying with all legal and contractual obligations
- Ensure quality issues and non-conformances are resolved through effective and expeditious corrective actions and continual improvement
- Foster a culture of open and honest appraisal and communication of audit results and performance data, including our successes.

It is the responsibility of all individuals to enhance our reputation as a client focused company that consistently delivers the highest quality.

Neptune recognises that building value for its employees, clients and financial stakeholders is underpinned by the quality of its products and services. This requires the total commitment and cooperation of management and staff – a unified approach; *ONE TEAM. ONE GOAL. ONE GAME PLAN*

A handwritten signature in blue ink, appearing to read "Robin King", is positioned above a horizontal line.

Robin King, Chief Executive Officer

June 2017