

Here at TACROM SERVICES we are committed to achieving excellence in quality management, therefore, the top management of Tacrom Services is committed to:

- provide services and products that consistently meet the expectations of our customers.
- ensure that all business processes that can have an impact on quality are carried out in a controlled manner.
- actively seek opportunities for quality improvement in all business areas by setting quality objectives, where our performance can be monitored
- adopt the best management practices, in order to promote the continuous improvement of our business processes for the benefit of all our clients.

The requirements of the Tacrom Services quality policy are to:

- understand both the needs of internal and external customers and expectations through the development of robust quality systems to provide customer satisfaction.
- define and communicate responsibility and liability to the employees who have these business processes that can have a quality impact.
- identify, implement and maintain control systems for critical quality activities to ensure efficient and effective working methods.
- provide adequate resources to reach the objectives
- monitor and measure processes, services and products to ensure that the requirements of internal and external customers have been met.
- respond to the concerns expressed by our own employees, clients, contractors, shareholders and the general public regarding our quality to continuously improve our performance.
- ensure the development of the skills of our employees by providing the necessary information, training, instruction and control to achieve the specified requirements.
- identify, measure, monitor and communicate Key Performance Indicators regarding quality goals and targets.

It is very important for each of us, including contractors, to understand this policy and to carry out daily activities in a way that ensures compliance.

All managers and supervisors are responsible for ensuring the effective implementation of this policy and all employees are responsible for complying with all the rules and regulations for continued safe performance of an environmentally responsible workplace activity.

**Ralph KOSKAMP**  
General Manager



**Financial Manager**  
**Adriana SIMION**

**Human Resources Manager**  
**Roxana STROE**

**HSEQ Manager**  
**Adina POPA**

*Tacrom Services will ensure that this policy is:*

*Understood: within the initial employee training program and following any subsequent changes*

*Implemented: by frequent auditing of the Quality Management System.*

*Maintained: by conducting management reviews to verify the continued effectiveness of the policy.*