



Department	Quality Assurance / Quality Control
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Quality Commitment Policy

Macro specializes in the field construction, installation, and maintenance of pipelines and facilities within Canada’s oil and gas industry. Our mission is simple, we strive to establish sustainable relations with each of our clients and become their preferred service provider, known for our reliability and unwavering dedication to quality, safety, and the environment.

We are committed to the following core quality principles “The Core Four” which assures that in both our individual and collective efforts, we consistently provide our clients with best-in-class quality services.

- 1. Develop a plan – proper preparation prevents poor performance.**
 - a) We ensure that the client’s needs are fully understood, and we aim to exceed their expectations.
 - b) We develop our work plans based on each client’s unique requirements and specified quality characteristics.
- 2. Understand the plan – your competence is our confidence.**
 - a) We only engage in planned activities that we are trained, competent, and instructed to perform.
- 3. Follow the plan – do it right the first time, on time, each time.**
 - a) We execute in accordance with our established quality management system (QMS) and approved project plans.
 - b) We comply with all statutory and regulatory requirements relevant to the scope of our services.
 - c) We never deviate from our plan unless a change management assessment is conducted and approved.
- 4. Validate and improve the plan – quality is not an act, it’s a habit.**
 - a) We constantly check our work to ensure the quality is acceptable before releasing it to the next process/phase.
 - b) We identify and report all deficiencies, incorrect activities/materials, and potential nonconformities.
 - c) We always look for opportunities to eliminate unnecessary waste and improve the quality of our service.

Senior Management Pledge

We recognize that this policy depends on the involvement and everyday actions of our frontline team members. That is why we take the time to communicate this policy and associated responsibilities to each person when hired and post it in prominent locations throughout our facilities as a constant reminder. All Company personnel are expected to understand these commitments and apply them within their respective roles and assigned responsibilities.

We understand that a quality culture starts at the top of our organization, and our Senior Management Team fully supports and drives this quality commitment policy by:

- providing supportive, positive, and goal-oriented leadership;
- planning, implementing, and maintaining a QMS that conforms to the ISO 9001:2015 International Standard;
- setting appropriate quality objectives that drive continual improvement and enhance client satisfaction;
- providing the necessary resources and fostering a disciplined and collaborative workplace environment to facilitate the implementation of our QMS;
- conducting management reviews at regularly planned intervals to ensure the continuing suitability, adequacy, effectiveness and alignment of the QMS with the current objectives and strategic direction of the Company;
- regularly communicating the relevance and importance of personnel responsibilities and how each team member’s commitment to this policy and to their individual workmanship contributes to the success of our QMS;
- regularly analyzing the feedback collected from our clients’ experiences so that we can pursue value-added changes to improve the quality of our service and enhance client satisfaction.

Frank Miles
Chief Executive Officer
August 1st, 2023

Don Stewart
Vice President
August 1st, 2023