

QUALITY POLICY

MJ Industrial Energy considers excellence in the provision of services to the petroleum industry to be a core priority. These services include the provision of specialised personnel, procurement, logistics and technical and operational support. Through a robust Quality Management System based on the requirements of ISO 9001:2015, the organisation seeks to continuously exceed client expectations, drive continual process improvement and ensure the sustainability of its business.

1. Quality commitments

The Executive Management of **MJ Industrial Energy** makes a firm commitment to the following fundamental principles:

- Customer satisfaction: Delivering consistently high-quality services within the deadlines and requirements agreed with clients and partners.
- Regulatory compliance: Operating in accordance with applicable legislation, international standards and the contractual requirements of the petroleum sector.
- Continual improvement: Establishing targets and indicators that enable the organisation to monitor and continually improve the performance of its processes and services.
- Professional development and recognition: Investing in the ongoing development of our team and promoting ownership of and accountability for quality.
- Process management: Implementing and maintaining standardised, measurable processes focused on results.
- Responsible leadership: Fostering an organisational culture focused on quality and led by leaders committed to operational excellence.
- Risk and opportunity management: Identifying risks and opportunities that may affect service conformity and taking preventive and strategic action.

2. Quality objectives

MJ Industrial Energy has established the following strategic objectives:

- Achieve and maintain a customer satisfaction level of 95%.
- Reduce the number of operational non-conformities by 30% within 12 months.
- Ensure that 100% of the organisation's personnel receive ongoing training in critical areas of quality, safety and integrity.
- Obtain and maintain ISO 9001 certification by the end of 2027.
- Extend the coverage of the Quality Management System to new services and operational areas.



3. Quality Management System (QMS) structure

The MJ Industrial Energy Quality Management System will be structured around the following pillars:

- A documented and communicated quality policy and quality objectives.
- Standard Operating Procedures (SOPs) for all areas of activity.
- Document and record control.
- Systematic monitoring of key performance indicators.
- Regular internal audits.
- Management of non-conformities and implementation of corrective and preventive actions.
- Management review at appropriate intervals.

4. Responsibilities

- Executive Management is responsible for ensuring the necessary resources and the strategic alignment of the QMS.
- Department Managers are responsible for implementing and ensuring compliance with procedures.
- All personnel are responsible for the quality of their work and for identifying opportunities for improvement.

5. Communication and update

This policy will be communicated internally and externally and will be made available to all interested parties. It will be reviewed annually or whenever warranted by significant changes in the organisation's internal or external context.

Cabinda, 7 September 2026

General Director



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