

# Quality Policy

FEBRUARY 2016

**SHAWCOR IS COMMITTED TO COMPLETE CUSTOMER SATISFACTION AND TO BEING A RELIABLE ORGANIZATION THAT PROVIDES QUALITY PRODUCTS AND SERVICES.**



## QUALITY POLICY

SHAWCOR LTD. AND ITS SUBSIDIARIES (THE "COMPANY") ARE COMMITTED TO COMPLETE CUSTOMER SATISFACTION AND TO BEING A RELIABLE ORGANIZATION THAT PROVIDES QUALITY PRODUCTS AND SERVICES.

THE COMPANY RECOGNIZES THAT A HIGH LEVEL OF COMMITMENT TO QUALITY IS ESSENTIAL TO OUR SUCCESS, AS WELL AS BEING IN THE BEST INTEREST OF ALL EMPLOYEES, CUSTOMERS AND STAKEHOLDERS. THESE OBJECTIVES SHALL BE ACHIEVED AT ALL COMPANY LOCATIONS BY ADHERING TO THE FOLLOWING PRINCIPLES:

- Identification and documentation of customer requirements by listening to the voice of the customer
- Conformance to customer requirements and compliance with applicable standards
- Implementation of quality management best practices and industry leading measurement systems
- Responsibility for quality and customer satisfaction rests with all employees
- Continual improvement of quality performance
- Commitment to the Reliable Organization by providing necessary resources, training and application of the Shawcor Management System (SMS)

All company employees, from the President and senior management to production and service personnel, at each division and location are responsible for implementing and maintaining an effective quality management system. Regular audits shall be completed to determine conformance and drive continual improvement of the quality management system.

All employees equally share responsibility for creating a reliable organization through flawless execution and the successful implementation of the quality management system.

A handwritten signature in blue ink, appearing to read 'S. Orr'.

**Steve Orr**  
President & Chief Executive Officer