Non-conformity and Corrective Action Policy

To be a recognized **industry leader and trusted partner**, delivering **value** to the **energy** industry.



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Prepared by:	Shelby Ashe on 19 January 2025
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Authorized by:	Duco De Haan on 20 January 2025
Document owner:	HSEQ Director
Document description:	Policy to continuously improve the effectiveness of MR Group's Quality Management System in accordance with ISO certification. This policy applies to all documents that relate to MR Groups Corrective Action System.

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0.0	New document	Duco de Haan	7 Nov 2024
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Policy

To maintain our status as a trusted leader in the energy industry and to drive continual value for our stakeholders, MR Group is committed to the highest standards of quality and compliance. This policy is designed to ensure effective management of non-conformities and systematic corrective action in alignment with management system ISO certified standards.

Our objective is to enhance and continually improve our integrated management system (IMS) by identifying, analysing, and addressing non-conformities promptly and effectively.

This policy applies globally across all MR Group operations and functions. All personnel are responsible for adhering to the requirements set forth in this policy to ensure consistent quality improvement.

Policy Commitments

- Identification and Evaluation: We will identify and assess all non-conformities and potential non-conformities through structured reporting and analysis tools.
- Root Cause Analysis: Root causes will be determined for each non-conformity, applying proven techniques, such as the 5 Whys method, to understand and eliminate recurrence risks.
- Corrective Actions: Appropriate corrective actions will be defined, documented, and implemented, with monitoring by HSEQ leadership to ensure effectiveness.
- Continuous Improvement: We are committed to a cycle of continuous improvement within our IMS, leveraging insights from non-conformities and corrective actions to strengthen our operational standards and align with evolving industry requirements.

Accountability

All employees and contractors are expected to contribute to our corrective action efforts by reporting non-conformities promptly and collaborating in investigations and corrective measures. The HSEQ Director and team are tasked with overseeing corrective actions and ensuring compliance with this policy.

This policy is fully endorsed by MR Group's top management, as it reflects our commitment to operational excellence and sustainable quality performance across all service lines.

Authorized by

Duco De Haan, MR Group

Chief Executive Officer



20 January 2025

MR Group Holding Pte Ltd

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