



POLICY

QUALITY

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Page	Page 1 of 1

At Guerrilla Maintenance Services, our core business is on-site works; routine and major maintenance, shutdowns/turn-arounds, plant modifications, upgrades, overhauls/refurbishment or new installations. We perform any or all elements of the planning, scheduling, design, execution and commissioning phases. We adapt our operating model to suit our business partners and project needs. This allows us to be flexible in creating customised solutions that lead to successful project outcomes and long-term relationships. Our underlying objective is always to provide; safe, quality, economical and technically feasible solutions which meet the client's needs.

Our Business objectives are:

- Continuous Improvement in everything we do;
- Meet or exceed customer expectations in regards to project delivery times and budgets;
- Exceptional performance in our Industry; and
- Value and develop our people.

Our employees believe in these objectives and are committed to these as values. By acting according to these values, it is our intent that we shall provide outstanding service to our customers, give our employees a safe and enjoyable workplace and grow our business.

We do this by ensuring:

- Availability of information and resources necessary to support our operations;
- Understanding the needs of our industry and our customers;
- Design of products, to meet the customer's requirements;
- Selection and training of staff and subcontractors to maintain our high standards;
- Continuous quality inspection practices;
- Regulatory compliance and risk management;
- Monitoring our customers' level of satisfaction after completion of work; and
- Ensuring that not only our immediate customers, but also end-users and other stakeholders benefit from the quality of our work.

The ongoing operation of quality systems and processes is as a result of our commitment to quality of product and service, satisfying client's requirements and continued improvement in its own operations including the interaction between us and our subcontractors and suppliers.

Bruno Grandelis

Bruno Grandelis
Principal

