

QUALITY

POLICY STATEMENT

Document Number	Document Title	Issue Date	Revision
NB-QHSE-POL-002	Quality Policy Statement	April 2026	Rev 01

Neon & Baker Solutions Limited is committed to delivering products and services that meet or exceed the quality, traceability, and Nigerian Content requirements of every customer we serve. Our reputation rests on the integrity of every item we supply and the discipline of every process we operate.

To deliver this commitment, the Company will:

1. Operate a Quality Management System certified to ISO 9001:2015 (Certificate B-QSCLNINAS20260988, valid 23 April 2027).
2. Source only from qualified, traceable, OEM-backed suppliers, applying the Supplier Qualification Procedure to every new supplier and reassessing every approved supplier annually.
3. Verify product specification, certification, batch traceability, and physical integrity at every receipt, every dispatch, and every customer handover.
4. Comply with the Nigerian Oil and Gas Industry Content Development Act 2010 and all NCDMB reporting requirements.
5. Engage every employee in the responsibility for quality, with quality performance featured at every monthly review.
6. Measure customer satisfaction through structured feedback, and act on every complaint and every nonconformance through root cause analysis and verified corrective action.
7. Set annual quality objectives, including 100 percent on-time delivery on accepted orders and zero quality non-conformances at site receipt.
8. Continually improve every process through internal audit, management review, customer feedback, and lessons-learned reviews after every project closeout.

This Policy is delivered through the Neon & Baker Integrated QHSE Manual (NB-QHSE-MAN-001), aligned to the requirements of ISO 9001:2015. It applies to every product, service, and process within the certified scope of the Company.

Approved and issued under the authority of:



Nneka Princess Obike

Managing Director

Neon & Baker Solutions Limited

Date: April 2026

This Policy is displayed at the Lagos office, distributed to every employee on hire, communicated to every subcontractor and partner at engagement, and made available to clients, regulators, and host communities on request.