

Reviewed & approved by: Malcolm Holland

Last review date: 4/6/2026

Flotek Group Quality Policy

Purpose

Flotek Group is committed to delivering IT, Cyber security & Communications products and services that consistently meet or exceed customer expectations, comply with applicable standards, and drive continuous improvement across all operations.

Scope

This policy applies to all employees, contractors, and partners involved in the development, delivery, and support of Flotek Group's products and services.

Policy Statement

- We will maintain a **Quality Management System (QMS)** aligned with ISO 9001 principles.
- We will ensure compliance with all relevant legal, regulatory, and customer requirements.
- We will set measurable **quality objectives** and review them regularly to ensure effectiveness.
- We will foster a culture of **continuous improvement**, innovation, and accountability.
- We will provide training and resources to enable employees to deliver quality outcomes.
- We will engage with customers and stakeholders to understand their needs and enhance satisfaction.

Responsibilities

- **Managing Director:** Oversees implementation and effectiveness of the QMS.
- **Department Heads:** Ensure compliance within their areas and promote quality practices.
- **Employees:** Follow established processes and contribute to quality improvements.

Commitment to continual improvement & meeting customer & all applicable requirements

Flotek Group will continually monitor performance, analyse feedback, and implement corrective actions to improve processes and outcomes that consistently meet our customer requirements.

Managing Director

A handwritten signature in dark ink, appearing to read 'MHolland'.

Malcolm Holland