CORPORATE QUALITY

GUIDELINE

QUALITY MANUAL

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1 PURPOSE

Quality management systems are established to provide focus and direction within an organization; to have a positive impact on operational effectiveness resulting in a high quality product or service.

This Quality Manual (QM) documents Chemi-Link Corporation specific policies for Business Management throughout the organization, identifies key management processes & their interaction and details associated procedures. This quality manual is prepared to meet the requirements of BS EN ISO 9001: 2008 - Quality Management Systems – Requirements.

This quality manual has the following purposes:

- To establish, describe and maintain an effective Quality Management System, which supports the implementation of the management policy; to demonstrate the Company's commitment to compliance with statutory/regulatory requirements and facilitate continual improvement in quality performance

- To determine, and provide a guide to, the procedures and instructions which ensure that the Quality Management System is operated correctly

- To provide a reference document for management and other personnel whose activities have an influence on quality performance

- To assist in the training of management and personnel

- To facilitate auditing of the Quality Management System

- To demonstrate Customers and other interested parties that a system exists which leads to continual improvement in service performance

- To supplement other Management System documents which are produced to meet contractual or other Certification requirements

This quality manual is the responsibility of all Chemi-link Corporation employees engaged in trade measurement work and includes:

- a statement of the organization's commitment to the Quality Management System
- a description of the roles and responsibilities of the organization's personnel associated with trade measurement work
- a summary of reference document access, storage and control
- provisions for maintaining training records
- standards for equipment handling; and
- provisions related to internal/external review and audit

2 REFERENCES

- References are made throughout this Manual, to procedures and key processes, which are applicable to the Quality Management System
- The Quality Objective
- Quality Manual (this document)
- The Quality Policy (see below)

Chemi-link

Quality Policy

Chemi-link Corporation is committed to total customer satisfaction by delivering quality products and services. All levels of the organization are dedicated to the process of meeting or exceeding customer requirement.

Chemi-link Corporation aim will always be to provide a high standard of work in accordance with requirements of all project undertaken. To this end Chemi-Link Corporation operates its own quality management system in accordance with ISO 9001:2008 and maintained quality deliverables accordingly.

Quality is important to our business because we value our customers. We strive to provide customers with product and services which met and even exceed their expectations. We are committed to continuous improvement in our quality management system which provides a framework for measuring and improving our performance.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirement, and ensuring that the correct procedures are followed to meet those requirements. Objectives needed to ensure that the requirement of this policy are met and that continuous improvement is maintained in line with the spirit of this policy

We shall ensure that all our personnel understand and fully implement our corporation policies and objectives and are able to perform their duties effectively through an ongoing training and development programs.

Ahmad Qasem
Managing Director
Chemi-link Corporation

14/05/2016

3 DEFINITIONS, ACRONYMS AND ABBREVIATIONS, DISTRIBUTION

3.1 DEFINITIONS

The terms and definitions used throughout this Quality Manual shall have the following meanings except where the context requires otherwise.

Company/ Organization: Chemi-Link Corporation

Quality Manual:	The Document stating the Company's Quality Policy and describing its Quality Management System
Quality System:	The Company's organization structure, procedures, processes and resources needed to implement Quality Management effectively
Quality Management:	All activities of the overall management function that determine the quality policy, objectives & responsibilities and to implement them by means of quality planning, quality control, quality assurance and quality improvement within the quality system
Procedure:	The specified way to perform an activity or a process
Process:	The set of inter-related or interacting activities which transforms inputs into outputs
Product:	The result of activities or processes
Good/Work/Service:	This is the result generated by activities at the interface between the Supplier/Contractor and the Customer and by Supplier/Contractor internal activities to meet the Customer needs
Supplier/Contractor:	The organization that supply a Good/Work/Service to the Company.
Contract:	A Purchase Order (PO), or a Work or Service Agreement.
Customer:	The recipient of product/service provided by the supplier.
Quality Audit:	Systematic and independent examinations to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives
Continual Improvement:	Recurring activity to increase the ability to fulfill quality requirement
Customer Satisfaction:	Customer's perception of the degree to which the Customer's requirements have been fulfilled by Supplier/Contractor

Quality Policy:	Overall intentions and direction of an organization related to quality as formally expressed by Company's top management
Quality Objective:	Something sought, or aimed for, related to quality
Quality Planning:	Part of Quality Management focused on setting Quality objectives & specifying necessary operational processes and resources to fulfill the Quality Objectives
Quality improvement:	Part of Quality Management focused on increasing the ability to fulfill the Quality requirements

3.2 ACRONYMS AND ABBREVIATIONS

Term / Acronym / Abbreviation	Explanation Definition
ISO	International Organization for Standardization
QA	Quality Assurance
QC	Quality Control
QM	Quality Manual
QMS	Quality Management System
QCP	Quality Control Plan
ITP	Inspection and Test Plan
TPI	Third Party Inspection
IN	Inspection Notification
CR	Condition Report

3.3 DISTRIBUTION AND INTENDED AUDIENCE

Unless otherwise authorized by Chemi-link Corporation, the distribution of this guideline is confined to Chemi-link Corporation.

4 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL

We have implemented a QMS which meets the requirements of ISO 9001 and helps the Company to meet its commitment to continual improvement, applicable statutory, regulatory and the company's requirements.

This section explains how the QMS operates in accordance with the ISO 9001 Standard. As an aid to clarity; the same headings and paragraph references are used in this manual as those used in the ISO 9001. A comparative list of clauses is included in the Standard itself.

The design and implementation of this quality management system has been is influenced the business environment we work in, changes and/or risks associated with that the environment; the business needs, our objectives, the services we provide, the processes and procedures we employ, company size and structure.

The Company views quality as an integral part of its operations. Policies in these areas are complementary and reflect the Company's commitment, as stated in its policy, to explore new ideas to improve service efficiency and effectiveness. Within this QM, the Company has determined the required processes, their application, sequence and interaction and has determined methods and criteria to ensure that these processes are effective.

Furthermore, this QM provides the means to ensure that the necessary resources are determined and made available and that the processes are monitored, measured & analyzed with actions taken to ensure that the planned results with continual improvement of these processes takes place. All processes including any that are outsourced are managed in accordance with this QM.

It is Chemi-Link Corporation policy to ensure that any work carried out within the scope of the servicing license complies with the requirements ISO 9001:2008 Standard. Each employee involved in trade measurement work has a responsibility to demonstrate a continuing commitment to our policies and procedures, ensuring that they are implemented and maintained across all of our trade measurement activities.

4.2 MANAGEMENT REPRESENTATIVE

The Management Representative is appointed as management representative with delegated responsibilities for ensuring that an ISO 9001:2008 compliant QMS is established, implemented, and maintained:

- for promoting awareness of customer requirements throughout the organization; and
- for ensuring that the performance of the QMS is reviewed by Company's Top Management for effectiveness, continuing suitability and the need for improvement.

4.3 DOCUMENTATION REQUIREMENT

4.3.1 Quality Manual

Measurable objectives and targets, supporting the Quality Policy, are derived and detailed at management review meetings. Supporting documented procedures, records and process maps, required to satisfy ISO 9001, are maintained within the QMS. Procedures are numbered in accordance with a centralized document register. Quality Planning is detailed in Section 5.3 of this manual.

This QM details the QMS and provides a guide to the whole QMS. This manual is classified Company confidential, and all procedures and records referred to herein are to be mandatory within the Company.

A key component of the QMS is the Job File Folder where many of the processes and documents are maintained and reviewed. The Job File Folder if utilized correctly within the QM it fulfills the purpose of the QMS and ensures that all relevant personnel:

- Understand and meet the requirements of the QMS
- Consider processes in terms of added value
- Obtain results of process performance and effectiveness
- Ensure the continual improvement of processes based on objective measurement

The Managing Director with assistance from the Head of Quality Department is responsible for the periodic review and revision, if necessary, of this manual. Designated managers are responsible for periodic review & revision, if necessary, of associated procedures and instructions.

Included within overall records is appropriate sub-contractor and procurement information, results of audits and reviews, training details, non-compliance and corrective actions and Inspection reports. Records will be safely stored for specified retention times and in the locations detailed under the relevant control procedures.

4.3.2 Quality Control Plan

Part of quality management focused on fulfilling quality requirements, prepared in accordance with the requirements specified in contractual documentation. The QCP includes all applicable ITP(s) and relevant inspection and test report forms.

4.3.3 Quality Plan

Detailed document that sets forth practices and sequence of activities aimed at translating an organization's quality policy into operational results, or conformance to a standard such as ISO 9000 within a specified timeframe.

4.4 TRAINING

To be authorized, the Company's employee must have obtained an appropriate training to perform this quality manual in action. Employees who have not obtained the appropriate training to perform this quality manual cannot use this manual. Training records are maintained for each employee involved in trade measurement work which includes a copy of any statement of attainments held.

4.5 USE OF MANAGEMENT PRINCIPLES

The Company is committed to the following principles, which are embodied throughout this QM:

- **Leadership**: This is provided by top management. Organization Charts determine management responsibilities for the achievement of the Company's objectives & targets

- **Involvement of People**: it is Company policy to ensure that the entire workforce is committed and involved. Internal communications and the emphasis on training do highlight this

- **Process Approach**: where possible activities are viewed as processes rather than isolated functions. This is highlighted within the QMS procedures, Job File Folder and this manual

- **System Approach to Management**: the Company takes great care as illustrated by this manual, to ensure that it identifies, understands, simplifies and manages its processes as a whole system that leads to greater effectiveness and efficiency

- **Continual Improvement**: this is a stated objective of the Company and is highlighted in both its strategy and its policy

- **Factual Approach to Decision Making**: data and metrics are collated throughout the Company and are used to facilitate effective decision making

- **Mutually beneficial relationships**: it is the intention of the Company to work with Suppliers/Contractors as partners and to involve them as much as possible in the decision-making process and in relations with customers.

4.6 DOCUMENT CONTROL

Only controlled documents may be referenced for the Good/Work/Service may be filed in printed or electronic form, or may be accessed online as required.

Filed documents shall be checked for current before use, and the version, title, location and distribution identified and recorded.

Where a controlled document is in printed form, it shall be reviewed and authorized before use, identified by the dated signature of the management representative on the front cover.

Where a document has been superseded or updated, all controlled copies shall be replaced and/or updated and superseded versions destroyed or deleted. If a superseded document is to be kept for any reason, it shall be marked prominently as "SUPERSEDED" and filed/stored separately to the current version.

Changes to documents shall be acknowledged by the custodian of the document via email to the management representative confirming both receipt of the new/revised document and removal from use of the superseded document.

5 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

Evidence of Management Commitment is provided within this QM, via the establishment of a policy, objectives & a desire to ensure Customer satisfaction, which is our desired outcome

5.2 CUSTOMER FOCUS

Established procedures ensure that Customer, statutory and regulatory requirements are determined and met with the aim of enhancing Customer satisfaction and compliance with regulations. In general, Customer statements of complaint or praise are collated and acted upon as required. Customer feedback when given is reviewed at Management Review meetings.

5.3 PLANNING

5.3.1 Quality Objective

The objectives derive from consideration of regulatory requirements, customer complaints, business strategy, and comments from interested parties. In order to ensure full understanding among employees of the objectives and targets; they are communicated at least annually through the usual staff communications channels. Interested parties outside the Company can inspect objectives and targets at our offices by mutual agreement.

To ensure that objectives and targets are achieved, the procedure outlines how the management programs and projects are implemented. It covers:

- Existing and new services

Also defines the responsibilities for

- The means & setting of time-frames to achieve the objectives & targets
- Monitoring of progress towards achievement
- Responding to any changes which occur as projects proceed
- Taking any necessary corrective action

5.3.2 Quality Management System Planning

The Management initiates and takes responsibility for quality planning via the quality management policy, the management strategy and the objectives. Where appropriate, planning is embodied in the documented procedures.

Planning also takes into account the needs of Customers as defined in the appropriate procedure, and where those requirements lie beyond the scope of the procedures, then a special plan is prepared. The requirements, which relate to statutory and regulatory obligations are also taken into account in the planning process, as are the metrics relating to performance data, previous experience and risk assessment.

Opportunities for improvement are indicated in the reviews, audits, and Customer focused activities and as such are included in the planning process.

Outputs arising from the planning process are: management policy, procedures, resources, skills, responsibilities & record requirements. These outputs are regularly reviewed and may change.

5.4 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.4.1 Responsibility and Authority

The Company structure and operational interfaces are detailed in an organization chart. Quality responsibilities are deemed an integral part of these operations and as such are defined in associated procedures, key process maps and specific job descriptions.

5.4.2 Management Representative

Overall Responsibility for the Quality Management System lies with the Managing Director who has delegated the responsibility for establishing, implementing and maintaining.

5.4.3 Management Review Input

- **Follow-up actions:**
  - *i.e. have actions arising from previous reviews been completed?*
- **Customer focus:**
  - *i.e. how attentive is the Company to the requirements of the customer?*
- **Customer feedback (including complaints):**
  - *i.e. how satisfied are our customers? (ref: perception data, interface feedback)*
- **Evaluation of supplier/contractor performance:**
  - *i.e. how well have suppliers/contractors performed?*
- **Evaluation of service provision & product conformity:**
  - *i.e. have goods/works/services met customer requirements?*
- **Evaluation of quality performance (see Executive Reports):**
  - *i.e. see Annual Performance Report?*
- **Results of internal audits:**
  - *i.e. what are significant findings?*
- **Results of corrective and preventive actions:**
  - *i.e. have corrective/preventive actions been effective?*
- **Evaluation of improvement objectives:**
  - *i.e. have objectives been completed effectively and has the anticipated improvement been realized?*
- **Policies & continued suitability:**
  - *i.e. are policies effective?*
- **Resources:**
  - *i.e. are management resources competent and sufficient?*

- **Changes affecting the Management System:**
  - *e.g. new/revised legislation, re-organization, new contracts, new technology, service or process development, new or revised risk assessments, etc.*
- **Recommendations for improvement:**
  - *i.e. set objectives for managing change/development.*

5.4.4 Management Review Output

The output from management review shall include:

- Status of policy compliance
- Status of service performance
- Decisions relating to changes
- Objectives for improvement

6 RESOURCES MANAGEMENT

6.1 INTRODUCTION

Resources will be made available for the effective implementation of the QMS and to enable the Company to meet its quality objectives and targets and thus achieve continual improvement.

6.2 HUMAN RESOURCES

It is Company policy to ensure that all employees are appropriately educated, trained, skilled and experienced to be deemed competent to carry out their duties.

Where applicable will provide training or take other actions to achieve the necessary competence and to ensure that the necessary competence has been achieved.

Appropriate training records are maintained in personnel files with the effectiveness of training is evaluated at management review meetings.

6.3 INFRASTRUCTURE

The necessary infrastructure to maintain and to achieve compliance with service requirements will be provided. Infrastructure adequacy is considered during the enquiry/contract review. The infrastructure will include buildings, process equipment, and support services (IT, transport, communication and information systems etc.).

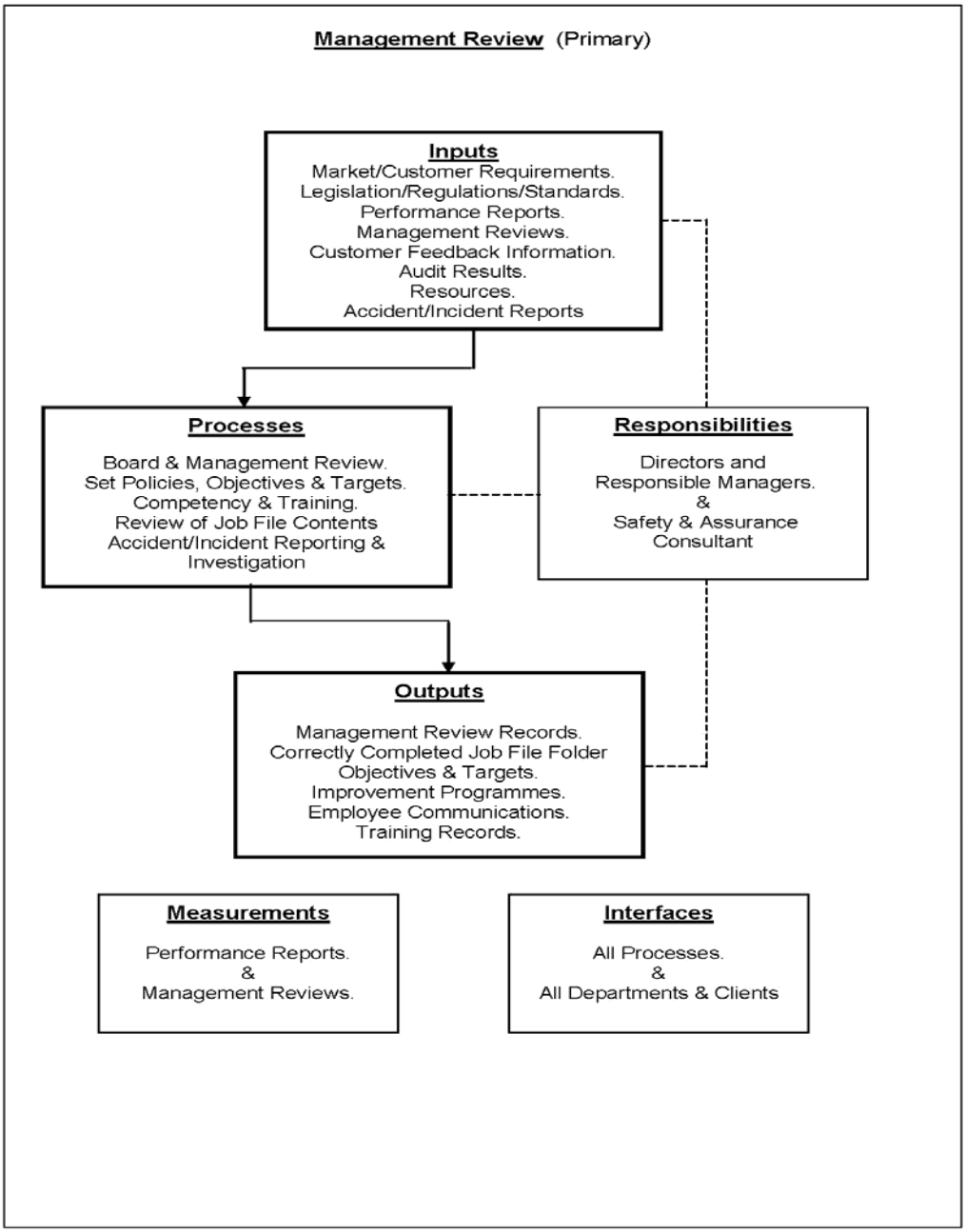
6.4 WORK ENVIRONMENT

To ensure service conformity, Chemi-Link Corporation will control the working conditions. This may include temperature, humidity, lighting and noise. Ensuring that work is carried out in a safe and suitable work environment, designed to have a positive influence on the motivation, satisfaction and performance of personnel, in order to enhance the performance of the Company.

7 SERVICE REALIZATION AND OPERATION CONTROL

7.1 GENERAL

Service realization key processes are detailed in the chart below:



7.2 PLANNING OF SERVICE REALIZATION

- Determines objectives and requirements for each service
- Establishes processes, documents, and provides resources specific to each service
- Determines verification, validation, monitoring, measurement, inspection & test activities for each service
- Determines acceptance criteria for each service
- Determines the records required for provision of evidence that the processes meet specified requirements

7.3 CUSTOMER-RELATED PROCESSES

7.3.1 Determination of Requirements Related to the Service

The Customer's requirements, any applicable statutory and regulatory requirements, and any other requirements deemed to be necessary.

7.3.2 Review of Requirements Related to the Service

Service contract requirements are reviewed as detailed in the Job File Folder Key & Process. This review ensures that contract requirements are defined, changes to contract or order requirements are resolved, and that we can meet the defined requirements. Records of the review are maintained and where no documented evidence of Customer requirements are obtained, then confirmed prior to acceptance. Changes and amendments are documented and personnel made aware as necessary.

7.4 DESIGN AND DEVELOPMENT

Design and development of Company products, applicable to provision of services, may be carried out by Company employees or procured as contract service. Established processes ensure that "in-house" design & development activities are effectively controlled.

7.5 PROCUREMENT

7.5.1 Procurement Process

Effective contracting and purchasing includes the objective selection of Suppliers and Contractors best suited to provide the required goods/works/services and effective management of their efforts to ensure that the work is performed in a safe and technically acceptable manner in compliance with the agreed upon contract terms and conditions.

Established processes ensure that procured goods/works/services conform to specified requirements. Established processes ensure that suppliers and contractors are properly selected and evaluated before being approved for use and that appropriate control is exercised.

Records are maintained of the evaluation, selection and control process. Information regarding supplier and contractor performance is reviewed at Management Review meetings.

Suppliers and contractors working for and/or supplying the Company are informed that they must comply with our QMS requirements.

7.5.2 Procurement information

Contracting and purchasing requirements, including references to supplementary documents, are specified in the Contract. Specified requirements are reviewed for adequacy and approved for procurement, prior to release to suppliers or contractors.

7.5.3 Verification of procured goods/works/services

Established processes ensure that appropriate monitoring and inspection activities are implemented; to verify that purchased goods and contract works/services comply with specified Contract's requirements.

When the Company or our Customers intend to verify a product at Supplier or Contractor's premises; verification arrangements & methods of release will be specified on the Contract.

7.6 SERVICE PROVISION

7.6.1 Control of Service Provision

Service Provision is planned and carried out under controlled conditions, taking into account as appropriate:

- The availability of information applicable to service characteristics
- The availability of applicable work instructions
- The suitability of vehicles and equipment
- The availability and use of monitoring and measuring equipment
- The implementation of monitoring and measurement
- The implementation of product release, delivery and post-delivery activities

Chemi-Link Corporation has established and maintains several procedures to ensure adequate co-ordination and effective performance of control, verification, measurement and testing throughout the organization in line with its quality policy, objectives and targets.

The actual range of the operational control procedures may vary from time to time, depending upon the nature of the operations, the extent and scale of the various aspects etc.

7.6.2 Validation of Processes for Service Provision

Company processes are validated in situations where output cannot be verified, or where problems arise post-delivery.

7.6.3 Identification and Traceability

Customer orders are allocated a Job File Folder with a unique reference number. Service processes and associated quality records are identified and recorded, throughout product realization.

7.6.4 Customer Property

Where a Customer supplies property or materials as part of a contract, these are subject to the same procedures as similar property or materials bought for the Customer, i.e. where appropriate; they are properly identified, verified, stored and maintained in good condition

7.6.5 Preservation of Product

Secure storage areas are provided to prevent damage or deterioration of the material and to preserve and segregate material, as necessary. At all stages of the process the product shall be identifiable, and handled, packaged and protected as appropriate.

7.7 CONTROL OF MONITORING AND MEASURING DEVICES

Operations or Project Manager determine appropriate monitoring and measurement requirements and the equipment necessary to provide evidence that service provision is compliant with Customers', applicable statutory, regulatory and other applicable requirements.

Equipment that are used to verify service requirement are identified and calibrated and/or verified or both against certified equipment. A procedure has been established to ensure that this is done at prescribed intervals. When used in monitoring and measurement; the ability of computer software to satisfy intended applications is confirmed, prior to initial use and re-confirmed as necessary.

If equipment is found to be out of calibration, it is the responsibility of the manager involved to assess the effect of this on previous work. Suitable environmental conditions are provided for the calibration, inspections, measurements and tests performed. It is the responsibility of managers to ensure that the equipment, within their control and is protected from being misused.

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

Chemi-Link Corporation has implemented procedures to ensure conformity to its services and the QMS, and to continually improve the effectiveness of the QMS.

8.2 MONITORING AND MEASUREMENT

8.2.1 Customer Satisfaction

Customer satisfaction feedback information is collated and monitored. The Company's performance in relation to meeting or exceeding Customers' requirements are reviewed at Management Review Meetings.

8.2.2 Internal Audit

To determine that operational activities and processes conform to the requirements of ISO 9001 and to verify compliance with our policies. The Audit procedure provides information on how the results of audits are planned, conducted, recorded, reported, how identified corrective actions are managed, responsibilities defined and closed out without undue delay.

8.2.3 Monitoring and Measurement of Processes

QMS processes are monitored and where applicable measured to demonstrate their ability to achieve planned results. Corrective action is taken, to ensure service conformity, when planned results are not achieved.

8.2.4 Monitoring and Measurement of Goods/Works/Services

The characteristics of goods/works/services are monitored to verify that the planned requirements and arrangements are being met. Evidence of conformity to specified acceptance criteria is maintained together with the authority for service delivery.

8.3 CONTROL OF NON-CONFORMING GOODS/WORKS/SERVICES

Established procedures to ensure that non-conformances are controlled and that associated records are maintained.

8.4 ANALYSIS OF DATA

Data relating to the effectiveness of the QMS is collected on a monthly basis. In particular, information relating to Customer satisfaction, conformity of goods/works/service with specified requirements, trends in processes, suppliers/contractors performance and opportunities for preventive action is collated.

8.5 IMPROVEMENT

8.5.1 Continual Improvement

It is the aim and the policy of all employees that the QMS is continually evolving and improving.

8.5.2 Corrective Actions

Corrective Actions ensure that

- Corrective and preventive actions are implemented
- Consequential changes to the documented procedures are implemented and recorded
- Customer complaints and reports of service non-conformances are effectively handled
- The causes of non-conformances relating to service, process and service Requirements are investigated and the results recorded
- Corrective and preventive actions are defined and controls applied to ensure that effective action is taken
- Potential causes of non-conformances are detected, analyzed and eliminated by the use of appropriate sources of information
- Relevant information on action taken is considered at Management Review Meetings

8.5.3 Preventive Actions

Preventive measures such as: vehicle maintenance monitoring and measurement of processes, internal auditing and management review are undertaken to minimize the occurrence of non-conformance.

In support of these measures; a documented procedure defines requirements for implementation of preventive action necessary to eliminate the cause & repetition of identified non-conformance.