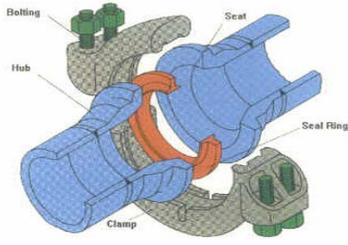


tekflow





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- Requirements Matrix ISO 14001/OHSAS 18001.

Purpose of the manual

The manual is used for:

- Presentation of **tekflow**, its vision, its strategy, its organization and its activities
- Description of our QHSE management system ensuring the respect of our commitments and the implementation of our quality policy.

Scope

This manual applies to all of our activities and especially for:

Perimeter ISO 9001 : « Design and calculation of piping connection, bespoke connection/end closure, pressure vessels, special forging... Supply of carbon, stainless, duplex, nickel alloys and GRE pipes and associated fittings, flanges, clamps connectors, valves, expansion joints, ancillaries and all associated products for low/high pressure/temperature, subsea applications mainly to the offshore/onshore/drilling oil and gas industries and/or related industries with associated technical support »

Perimeter EN9100: «Project management in precision machining including cladding operation without conception»

Perimeter ISO 14001 et OHSAS 18001 : « Supply of carbon, stainless, duplex, nickel alloys and GRE pipes and associated fittings, flanges, clamps connectors, valves, expansion joints, ancillaries and all associated products for low/high pressure/temperature, subsea applications mainly to the offshore/onshore/drilling oil and gas industries and/or related industries with associated technical support »
The physical limit: the company TEKFLOW without including the transport and the customer site

This information document is destined to our staff and our direct or indirect customers.



Management of the manual

The distribution of this manual is provided by the Quality Department.

This manual is updated for every significant change in the organization or management system.

The current edition is published on the intranet of the company.

Distributed copies on paper are not updated unless upon request to tekflow.

CE

QHSE Manager

Our vision:

TEKFLOW is committed to meeting the expectations and needs of customers and interested Parties to satisfy and make them loyal. For this, we rely on suppliers with whom we have privileged relationship. All these activities contribute to constant development of TEKFLOW and help establish a trust building approach for a fair and sustainable profit.

Our strategy:

The integrated management system implemented by TEKFLOW is part of the development strategy of the company. The system, as a tool, must contribute to the overall expected improvement for that, all the requirements of the Management System are integrated into our processes. The objectives are measured by indicators regularly monitored by all the members of the company and analyzed during management reviews.

TEKFLOW strategy is oriented around 4 main areas which are:

- 1) Satisfy customers thanks to:
 - Permanent reactivity and availability – target 2017: 0% dissatisfied customers
 - Improvement of information given to client on delivery progress – target 2017: 100% supplier's orders chased at 2/3 of delivery time
 - Compliance with technical, commercial and normative requirements imposed by customers – target 2017: 100% customer's orders reviewed
 - Compliance with the requirements and needs of stakeholders - target 2017: 100% of the compliant requirements target 2017: 100% of the compliant requirements
- 2) Accelerate company development particularly through:
 - Innovation – target 2017: 1 or 2 news products/services
 - Reliability of supplied products – target 2017: 0% remarks by clients on products delivered
 - productivity improvement – target 2017: 2 days for reply to access request for modification
 - Reduction of non-quality costs – target 2017: 0% mistake on supplier's orders
 - Development of technical skills – target 2017: 3 training periods
- 3) Involve staff in the integrated management system particularly through:
 - The control of all processes of TEKFLOW integrated management system by each staff dedicated pilot – target 2017: 100% of the pilots
 - Risks management - target 2017: 100% of people trained in risk management
 - Staff consultation for internal organization- target 2017: 100% of people consulted
- 4) Contribute to sustainable development and respect standards adopted by TEKFLOW (ISO 9001, ISO 14001, OHSAS 18001) by committing to:
 - Reduce the impact on the environment (reduction of energy consumption, reduction of resource consumption, reduction of waste) – targets 2017: electricity: 14000/kwh; paper : 700 s/month
 - Respect regulatory and legal requirements for environment – target 2017: 100%
 - Prevent occupational hazards linked to health and safety with the analysis of near misses – target 2017: 100% of all employees training for safe and economical driving
 - Maintain a zero accident rate – target 2017: 0%
 - Respect regulatory and legal requirements for health and safety at work – target 2017: 100%
 - Pollution prevention-target 2017: 100% of employees awareness.
 - Prevent occupational hazards linked to health and safety with the analysis of near misses – target 2017: 100% of all employees training for safe and economical driving

I undertake to ensure these objectives are achieved through regular management review meetings and a constant follow-up of the effectiveness of the taken decisions. The QHSE Manager and process pilots, named by myself, leads the animation and the improvement of this integrated management system.

Thus, we will meet the core values of our company: the Human, the Client and the lasting durability of the company.

Chief executive



Tekflow provides products and services to engineering companies, oil industries, power generation plants and related activities and aerospace industry. Our commitment is to create a partnership with our customers by combining engineering and supply of standard and non-standard products.

The concept of « **single supplier** », for industries that need to supply quality materials according to specifications more stringent, on projects where lead times are becoming shorter, saves time in both supply of equipment and follow-up of suppliers.

Tekflow is committed to your side to give you a complete and quality service. Concerned about sustainable development of our business, we ensure compliance with statutory and regulatory requirements for health, safety and environment.

Our expertise includes experience in applied engineering and dynamics of a global network of partners.

To ensure this quality, all our suppliers operate under **ISO 9001** accreditation in the following areas:

- **Pipes**
- **Connections**
- **Flanges**
- **Bolting**
- **Valves**
- **Tightening solutions**
- **Manifold Systems**

We can provide equipment according to ASME, ASTM, API... or as per specification of our customers:

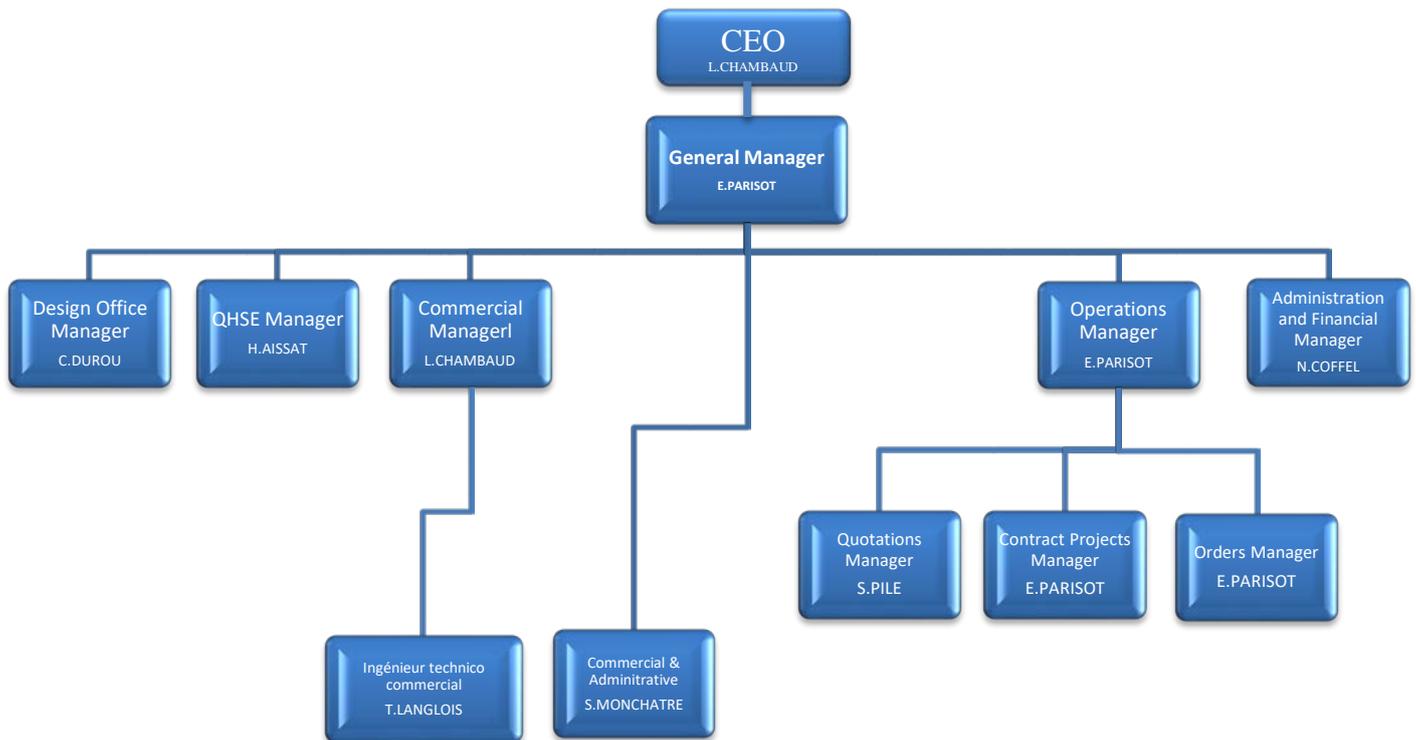
SHELL MESC, NORSOK specification, **EXXON, TOTAL...**

Materials used:

Carbon steel, alloy steel, stainless steel, Duplex, Nickel Alloy, Titanium, Copper-Nickel...

Tekflow is at your service!

Organization Chart



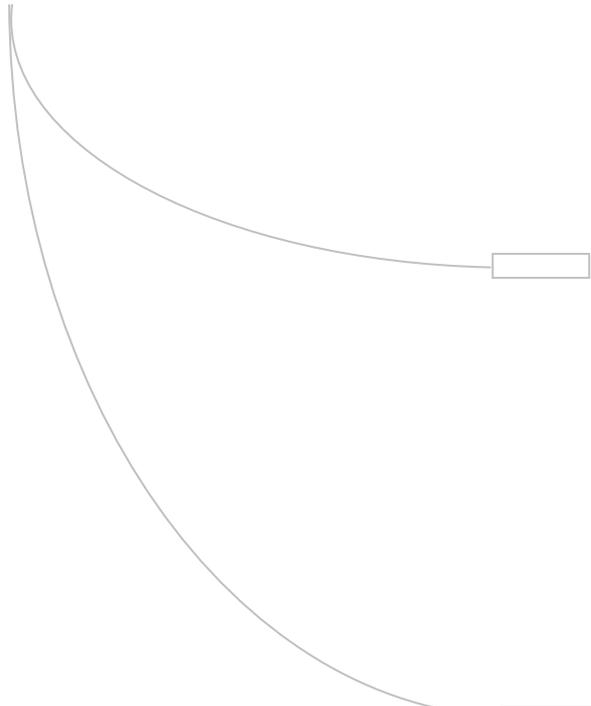
Strategy, policy and objectives are determined by the management. The resources needed to achieve results and the provisions of infrastructure are decided by the CEO.

Technical expertise required to process consultation and exploration of suppliers is supervised by the Operations Manager. If necessary, design of equipments can be done under the responsibility of the Design Office Manager and in conformance with the regulatory requirements.

Commercial approach decided by the General Directorate is organized and deployed by the Commercial department.

Implementation of the integrated Management System (QHSE) is provided by the QHSE Manager.

Tasks and responsibilities are defined in the function sheets. If necessary, specific tasks are assigned and are subjected to letters of mission.



Process Approach

To improve its performance continuously, **tekflow** chose to control its activities through a process approach. Processes are collectively controlled during Management reviews. The contribution to respect of commitments is ensured by each process. Axes of progress are classified as targets and/or actions in the relevant processes, and their implementation is followed during scheduled reviews. The management review provides an assessment of the overall system performance.

Process mapping

Mapping below materializes the sequence of processes known as "execution" ensuring the consideration of customer expectations until its satisfaction. Depending on customer needs, sold products are purchased or manufactured. If necessary, products can be designed.

The human and material resources are provided by the support processes.

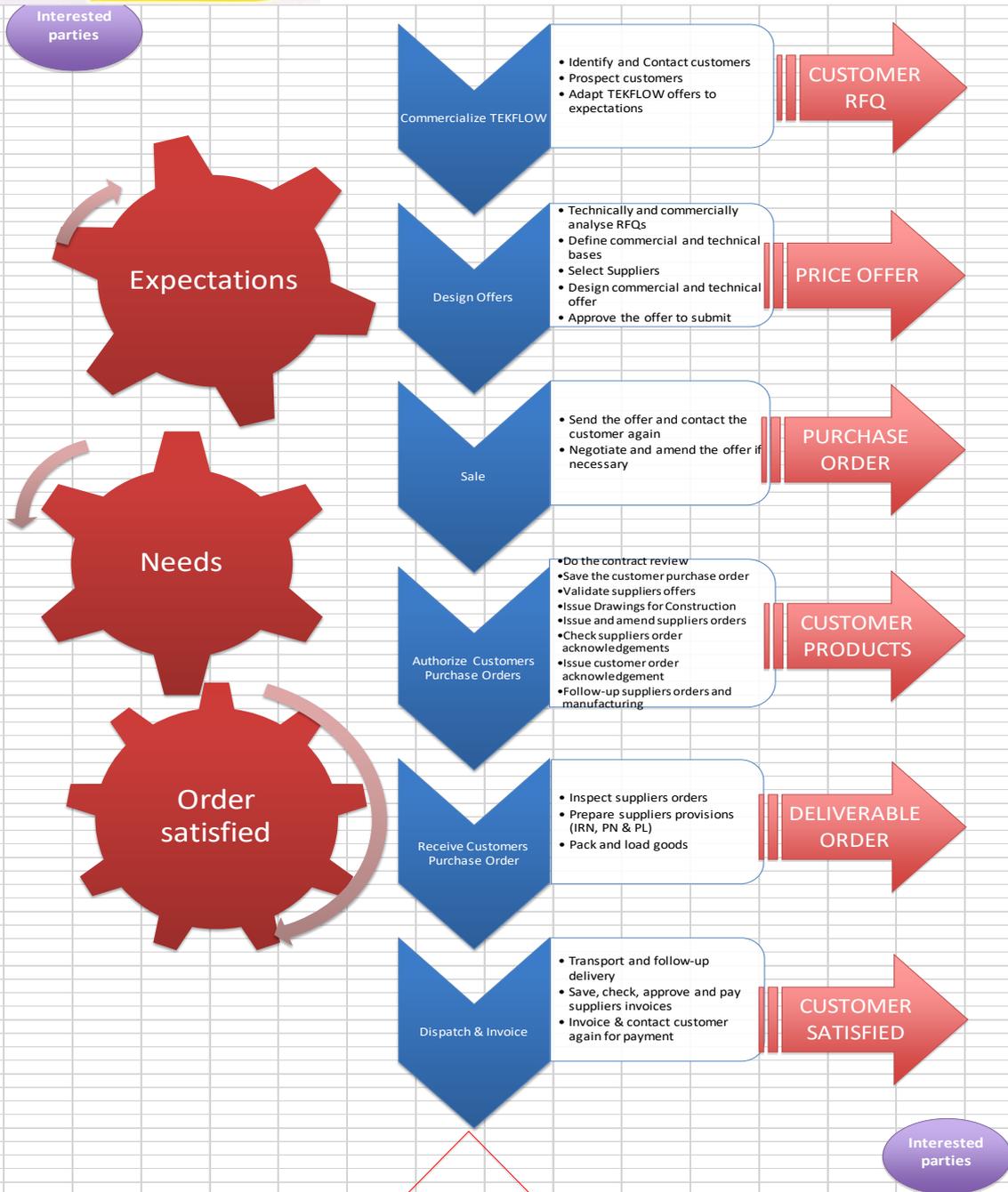
The ensemble is directed and supervised by the management process.

Inputs, outputs, activities and interactions of the process are described in the management system.

The two processes are externalized:

- IT maintenance
- Stock management

In the field of aeronautics, our company does not manage the process of design and development. It is not affected by the Chapter 7.3.

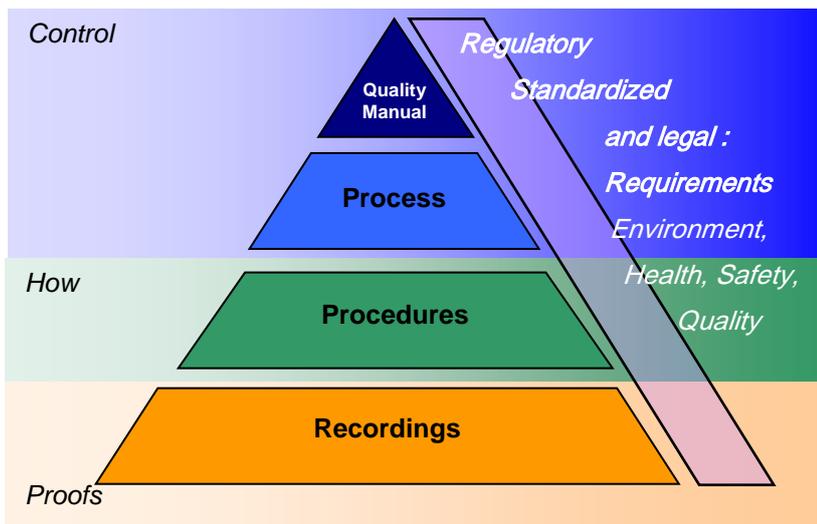


| Administration & Accounting | Operations | QHSE & Management of Resources | Human Resources | Design and Manufacture | Subcontracting |
|--|---|---|--|---|--|
| <ul style="list-style-type: none"> Post sales and purchases Control submitted Maintain customer and supplier payment delays | <ul style="list-style-type: none"> Select new suppliers Manage suppliers Determine resources needed to operational process Manage in Purchase Order or Project mode Guarantee operational organization Risk analysis Manage stocks | <ul style="list-style-type: none"> Carry out regulatory surveillance Update environmental analysis Update Health & Safety at Work risk analysis Update QHSE reference document Maintain equipments and infrastructures Continuous improvement Audit internally | <ul style="list-style-type: none"> Recruit Welcome Evaluate performance and needs Improve skills Ensure welfare | <ul style="list-style-type: none"> Technical support to sales Technical and normative Update Design of new products Production follow-up Quality control of delivered products | <ul style="list-style-type: none"> IT maintenance Stock management |

Documentary System

The system is composed of the following documents:

- The management manual QHSE presenting organization, policy, and management system.
- Processes detailing the sequence of activities necessary to carry out activities
- Procedures attached to each process defining methods and criteria to control process activities, responsibilities and generated records.
- Recordings, which conservation attests to the conformity of the activity and ensures traceability.



The management system complies with the requirements of:

- ISO 9001 : 2008,
- EN 9100: 2009
- ISO 14001 : 2004,
- OHSAS 18001 : 2007

Matrices in appendix of this manual indicate the consideration of the requirements.

The system documents are under control of the QHSE Department who shall update and control the diffusion of these documents. Procedures specify modalities for the creation, identification, conservation and archiving of recordings at every level.

Management through the processes

Customer expectations are identified, collected and processed following methods of **Management and Commercialize TEKFLOW Processes**.

The customer requests are collected, stored and processed according to the methods of **Design Offers Process**. After technical data check, providers are identified and consulted to best meet demand both in terms of compliance and delay according to **Design Offers and Operations Processes**.

Sale Process hands over our offers to our customers in order to transform their confidence into purchase orders.

The implementation of this order until the delivery is provided by the processes **Authorize Customers Purchase Orders, Receive Customers Purchase Orders and Dispatch and Invoice** supported by all by **all support Processes**.

Thanks to our technical expertise, we can design products. Calculation, prototyping and validation methods are described by **Design and Manufacture Process** which guarantees respect of contractual and statutory requirements at every level. If necessary, production is realized by our partners through the modalities of the process.

Our added value is based on availability, reactivity, and competence of our staff. **Human resources Process** oversees the adequacy and the development of this wealth. The strength and stability of our financial management, controlled by **Administration and Accounting Process** help ensure sustainable performance of our policy.

Our **Management process as well as each process pilot** guarantee that our daily efforts are oriented toward measurable defined objectives. The formal monitoring of improvement actions and the audit of our practices feed our regular reviews and the obtained results. The staff is regularly consulted and is actively involved in the continuous improvement process.

To ensure updating our risk analysis related to health/safety and environmental analysis, **QHSE and management of Resources Process** determines the rules of consideration of organizational changes and legal and regulatory changes applicable to Tekflow. This process also defines terms of maintenance of equipment and infrastructure of the company.

Improvement process

Continuous Improvement

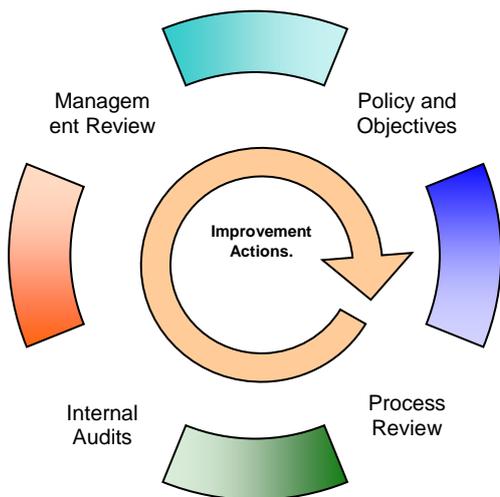
Our continuous improvement approach aims at achieving the goals made by the process. Those improvements are based on the process piloting and the implementation, by everybody, of the tools offered by the system.

Tools

- The management review: Overall assessment of our overall performance.
- The environmental analysis: Methodical and formal evaluation of environmental aspects and impacts.
- Safety & Health at Work Risk Analysis: Methodical and formal evaluation of risks in relation with health or safety of company personnel.
- Audits: methodical review of conformity and effectiveness of our system.
- The Quality Assurance Plan: A document describing the specific methods implemented to ensure conformity of the product or service.
- Non-conformity: Anomalies found are recorded and subject to immediate actions in order to rectify the situation. They can be about Quality (NCR), Safety or Environment.
- The table of actions: Any corrective or preventive action based on a proposal or a malfunction of which the cause is treated. Actions are driven by Non-Conformities, environmental analysis, Health/Safety analysis and the decisions and suggestions of management review.

Each of these tools is documented by quality procedures.

Each staff member is directly implied in the resolution of dysfunctions and action progress. The individual involvement is encouraged. Resources are implemented to achieve the objectives.



| System Documents | REF | ISO 9001 : 2008 Paragraph | | | | | | | | | | | | | | | | | | | | | | | |
|---|-----|---------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|---|
| | | 4.1 | 4.2 | 5.1 | 5.2 | 5.3 | 5.4 | 5.5 | 5.6 | 6.1 | 6.2 | 6.3 | 6.4 | 7.1 | 7.2 | 7.3 | 7.4 | 7.5 | 7.6 | 8.1 | 8.2 | 8.3 | 8.4 | 8.5 | |
| Management Process | PM1 | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | | | | | | | ● | ● | | ● | ● | |
| QHSE manual | | ● | ® | ● | | | | | | | | | | | | | | | | | | | | | |
| QHSE politics | | ● | ® | ● | | ● | | | | | | | | | | | | | | | | | | | |
| Dashboard | | ● | | | | | | | | | | | | | | | | | | | | ● | | | |
| Internal communication | | | | | | | | ● | | | | | | | | | | | | | | | | | |
| Management Review | | | | ● | | | | | ® | | | | | | | | | | | | | | | | |
| Customer satisfaction survey | | | | | ● | | | | | | | | | | | | | | | | | ● | | | |
| Order satisfaction questionnaire | | | | | ● | | | | | | | | | | | | | | | | | ● | | | |
| Commercialize TEKFLOW Process | PR1 | ● | ● | | ● | | | | ● | | | | | | | | | | | | | ● | ● | ● | ● |
| Design Offer Process | PR2 | ● | ● | | ● | | | | ● | | | | ● | ● | | ● | ● | | | | | ● | ● | ● | ● |
| Sales Process | PR3 | ● | ● | | ● | | | | ● | | | | | | | | | | | | | ● | ● | ● | ● |
| | | | ● | | | | | | | | | | | | | | | | | | | | | | |
| Authorize Customers Purchase Order Process | PR4 | ● | ● | | ● | | | | ● | | | | ● | ● | | ● | ● | | | | | ● | ● | ● | ● |
| Receive Customers Purchase Orders Process | PR5 | ● | ● | | ● | | | | ● | | | | ● | | ● | | | | | | | ● | ● | ● | ● |
| Dispatch and Invoice Process | PR6 | ● | ● | | ● | | | | | | | | ● | | | | | | | | | ● | ● | ● | ● |
| Administration and Accounting Process | PS1 | ● | ● | | | | | | ● | | | | | | | | | | | | | ● | ● | ● | ● |
| Operations Process | PS2 | ● | ● | | | | | | ● | | | ● | ● | | ● | ● | | | | | | ● | ● | ● | ● |
| Safety Protocol loading-Unloading | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of assessed providers | | | | | | | | | | | | | | | | ● | | | | | | | | | |
| QHSE and Management of Resources Process | PS3 | ● | ● | ● | | | | | ● | ● | ● | | ● | ● | | ● | ● | | | | | ● | ● | ● | ● |
| Table of actions | | ● | | | | | | | | | | | | | | | | | | | | | | | |
| Health and Safety at Work Risk Analysis Procedure | | ● | | | | | | | | | | | | | | | | | | | | | | | |
| Environmental Analysis Procedure | | ● | | | | | | | | | | | | | | | | | | | | | | | |
| Health and Safety at Work Risk Analysis | | ● | | | | | | | | | | | | | | | | | | | | | | | |
| Environmental Analysis | | ● | | | | | | | | | | | | | | | | | | | | | | | |
| Internal Audit Procedure | | | | | | | | | | | | | | | | | | | | | | ® | | | |
| NC and Improvements treatment procedure | | | | | | | | | | | | | | | | | | | | | | | ® | ® | |
| Document Management Procedure | | | ® | | | | | | | | | | | | | | | | | | | | | | |
| List of archived documents | | | ® | | | | | | | | | | | | | | | | | | | | | | |
| Change Management Procedure | | | | | | | | | | | | | | | | | | | | | | | | ● | |
| Human Resources Process | PS4 | ● | ● | ● | | | | | ● | | ● | | | | | ● | | | | | | ● | ● | ● | ● |
| Individual interview record | | | | | | | | | | | ● | | | | | | | | | | | | | | |
| Design and Manufacture Process | PS5 | ● | ● | | ● | | | | ● | | | ● | ● | ● | ● | ● | ● | ● | | | | ● | ● | ● | ● |
| List of standards et codes | | | ● | | | | | | | | | | | | | | | | | | | | | | |
| Design Procedure | | | | | | | | | | | | | | | ● | | | | | | | | | | |

® Obligatory Procedure

| System Documents | REF | ISO 14001 : 2004 et OHSAS 18001 : 2007 paragraph | | | | | | | | | | | | | | | | | |
|---|-----|---|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|
| | | 4.1 | 4.2 | 4.3.1 | 4.3.2 | 4.3.3 | 4.4.1 | 4.4.2 | 4.4.3 | 4.4.4 | 4.4.5 | 4.4.6 | 4.4.7 | 4.5.1 | 4.5.2 | 4.5.3 | 4.5.4 | 4.5.5 | 4.6 |
| Management Process | PM1 | ● | ● | ● | | ● | ● | | ● | ● | ● | | | | | ● | | ● | ● |
| QHSE manual | | ● | ● | | | | | | | | | | | | | | | | |
| QHSE politics | | ● | ● | | | | | | | | | | | | | | | | |
| Dashboard | | | | | | | | | | | | | | | | | | | |
| Internal communication | | | | | | | | | ● | | | | | | | | | | |
| Management Review | | | | | | ● | | | | | | | | | | | | | ● |
| Customer satisfaction survey | | | | | | | | | | | | | | | | | | | |
| Order satisfaction questionnaire | | | | | | | | | | | | | | | | | | | |
| Commercialize TEKFLOW Process | PR1 | | | | | | | | | | | | | | | ● | | | |
| Design Offer Process | PR2 | | | | | | | | | | | | | | | ● | | | |
| Sales Process | PR3 | | | | | | | | | | | | | | | ● | | | |
| Authorize Customers Purchase Order Process | PR4 | | | | | | | | | | | | | | | ● | | | |
| Receive Customers Purchase Orders Process | PR5 | | | | | | | | | | | | | | | ● | | | |
| Dispatch and Invoice Process | PR6 | | | | | | | | | | | | | | | ● | | | |
| Administration and Accounting Process | PS1 | | | | | | | | | | | | | | | ● | | | |
| Operations Process | PS2 | | | | | | | | | | | | | | | ● | | | |
| Safety Protocol loading-Unloading | | | | | | | | | | | | | | | | ● | | | |
| List of assessed providers | | | | | | | | | | | | | | | | | | | |
| QHSE and Management of Resources Process | PS3 | | | ● | ● | | | | | | | | | | | ● | ● | ● | ● |
| Table of actions | | | | | | | | | | | | | | | | | | | |
| Health and Safety at Work Risk Analysis Procedure | | | | ● | | | | | | | | | | | | | | | |
| Environmental Analysis Procedure | | | | ● | | | | | | | | | | | | | | | |
| Health and Safety at Work Risk Analysis | | | | ● | | | | | | | | | | | | | | | |
| Environmental Analysis | | | | ● | | | | | | | | | | | | | | | |
| Internal Audit Procedure | | | | | | | | | | | | | | | | | | | ® |
| NC and Improvements treatment procedure | | | ● | | | | | | | | | | | | | | ● | | |
| Document Management Procedure | | | | | | | | | | | | | | | | ● | ● | | |
| List of archived documents | | | | | | | | | | | | | | | | | | | ● |
| Change Management Procedure | | | | | | | | | | | | | | | | | | | |
| Human Resources Process | PS4 | | | | | | | ● | ● | | | | | | | ● | | | |
| Individual interview record | | | | | | | | | ● | | | | | | | | | | |
| Design and Manufacture Process | PS5 | | | | | | | | | | | | | | | ● | | | |
| List of standards et codes | | | | | | | | | | | | | | | | | | | |
| Design Procedure | | | | | | | | | | | | | | | | | | | |