

## Our vision

TEKFLOW is committed to meet 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 goal

To be recognized as a preferred partner of the Energy sector in the provision of services and equipment dedicated to the transport of fluids.

## 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 2021: 2 days response time of for Price Quote
- Outstanding Quality service and product delivered - 2021 target: 0 Non-Conformity
- Compliance with the requirements and needs of stakeholders – target 2021: 100% of the compliant requirements

### 2) Accelerate company development particularly through:

- Innovation – target 2021: 2 news products/services
- Development of the commercial activity: 3 new customers
- Development of technical skills
- Development of effective communication tools

### 3) Involve staff in the integrated management system particularly through:

- Control of all processes of TEKFLOW integrated management system
- Evaluation of Performances

### 4) Contribute to sustainable development and respect standards adopted by TEKFLOW (ISO 9001, ISO 14001, ISO 45001) by committing to:

- Compliance with the requirements and needs of stakeholders
- Respect the environment by reducing our impact – target 2021: 100% of recycled cardboard and paper
- Prevent occupational hazards linked to health and safety– target 2021: Maintain a zero accident rate
- Pollution prevention – target 2021: 2 simulations of emergency situation

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

