

Document TE-POL-02
Revision 0
Date 12 September 2026
Subject Quality policy

Quality policy

The right engineer, a clear scope, and a report you can use.

COMMITMENT

Telic Engineering B.V. supplies controls, instrumentation and commissioning engineers to OEMs, service providers and operators. Our quality is measured by three things: the job is done right first time, the client knows what happened every day, and the documentation lets the next person continue without us.

HOW WE WORK

- **Competent people.** Every engineer we mobilise has documented experience on the equipment and control system in scope. We keep a competence and certificate file per engineer and check it before each assignment.
- **Clear scope.** Every assignment starts with a written scope in the estimate and the assignment agreement or PO. Changes are agreed in writing before the work is done.
- **Daily reporting.** A short daily report goes to the client's project lead: work done, findings, open points, plan for tomorrow.
- **Documented results.** Calibration sheets, test records, datalogs and settings are recorded during the work and handed over at close-out.
- **Close-out report.** A service or commissioning report within five working days after demobilisation, with findings, actions taken, open points and recommendations.
- **OEM procedures first.** We follow the OEM's manuals, procedures and software tools. We do not modify control logic or settings without the client's written approval and a record of the change.
- **Confidentiality.** Client data, drawings, software and site information are used only for the assignment and are not shared. NDAs are signed on request.

MEASURING AND IMPROVING

After each assignment we record what went well and what did not, and we ask the client for feedback. Repeat findings are turned into checklists and briefings for the next job. Complaints go to the director directly and are answered within five working days.

RESPONSIBILITIES

The director is responsible for this policy, for engineer selection and for the close-out of every assignment. Engineers working for Telic are responsible for applying it on site.

Signed on behalf of Telic Engineering B.V. (digitally signed)

Remco Petersen, Director · 12 September 2026