



## Our Quality Policy Statement

- We are a company committed to provide excellent services and satisfy all applicable or contractual requirements
- We hold strongly to the principle of long-term bilateral relationship that mutually benefits us and our customers
- It is the responsibility of each personnel in our company to continuously improve our processes, products and services
- Quality is our business

## Our Quality Objectives

- Provide our customers with services that will give them complete satisfaction by meeting or exceeding their quality specifications
- Deliver fuel of the desired quality at the right time and at the least possible cost to our customers
- Continually improve our services
- Develop competent and productive workforce to achieve operational excellence, which fully comply with all relevant regulations and legislative requirements

A handwritten signature in black ink, appearing to read "Shamsul Bin Ahmad", written over a horizontal line.

DATUK SHAMSUL BIN AHMAD

Managing Director  
TNB FUEL SERVICES SDN BHD  
01 SEPTEMBER 2021