

## Quality Policy



### “Quality matters.

That’s why, year after year, we do our utmost for each and every project. By bringing together results-driven individuals and supporting a can-do culture, we have built a team that delivers. We have every confidence in our team, our customers can too.”

*Dr. Diethard Kratzer, CEO*



**At HOT, quality is the very foundation of our business.** We deliver services and products, comprising unique combinations of state-of-the-art technologies, expertise and experience - on time and on budget. We combine our understanding of every phase of the exploration and development process with a commitment to superior performance and a unified company goal which is to help our customers be most successful.

**We never compromise on the quality of our products and services.** We reliably deliver consistent, integrated, error-free results that are fit for purpose and exceed our customers’ expectations. We are committed to fostering a culture of quality awareness, continuous improvement, innovation and empowerment to maintain our superior standards. Our process-based approach to work and our quality management system help us ensure we control and meet our quality objectives.

**We work together to achieve.** With our skills, experience, spirit and dedication, we are keen to tackle the real challenges brought to us by our customers. Every employee at HOT is committed to consistently delivering best-practice solutions to our customers’ projects by working in a result-driven, proactive and responsible manner. We set challenging goals and develop ourselves constantly to ensure we are able to deliver the very best results to our customers.

**We expect our suppliers to have the same understanding of quality as we do.** As suppliers are an essential part of HOT’s value creation chain, we strive to establish long-term, mutually beneficial relationships with our external providers. They are expected to have the experience, ability and motivation to support HOT in pursuing the very best outcomes, day in, day out. By carefully selecting, monitoring and evaluating our suppliers, we ensure they comply with our rules and regulations and meet our quality standards.