

QUALITY POLICY

"QUALITY IS: WHEN THE CUSTOMER RETURNS, NOT THE PRODUCT. "

As service providers we give the highest priority to **customer satisfaction**. Satisfied customers, customers who are convinced by our work, assure that our order books are full and make our business success sustainable.

We meet this objective by performing **quality work**. For us this means reliability, adherence to deadlines, occupational safety, and compliance with legal requirements. Everything is done with an intense focus on meeting the requirements set by our regulators to ensure we achieve the highest **quality standards**.

QMS, the company's **Safety Management System** (SMS) and rest of Systems work together as an **Integrated Management System**, and are built into the company's organizational structure policies, processes, procedures and resources. Our Safety Management System ensures the safety, quality and compliance of our products and services.

It is our passion to serve customer needs using our knowledge of the market and market developments as well as our competencies and skills. We guarantee the fulfilment of contractually agreed specifications, which we plan, control, monitor and continuously improve by vigorously enforcing the quality management system. Training and specialization programs as well as an atmosphere conducive to good communication result in **responsibility** in action. By investing in our people , we are strengthening our processes and systems, so we are enhancing the visibility of our processes with our stakeholders.

At the same time a strong sense of trust and fair treatment make us a **reliable partner** for our suppliers and cooperation partners. We enhance this satisfaction by our continuous development work. Suppliers see us as a credible and innovative partner who provides specific contact persons and shares a strong obligation to provide quality. We realize this by means of a clearly structured organization combined with transparently defined responsibilities and interfaces.

We realize our objective in multifunctional teams by **continuously improving** project management, optimizing supplier development, and standing by our commitments.

We hold ourselves to the highest ethical standards and we foster a Culture that enables proactive identification and mitigation of potential safety, quality and compliance risks.

"There's a way to do it better, find it!"
Thomas Alva Edison

Denis Sauvage, CEO

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