

Quality

Bufab Group aspires to be the sustainable leader in customer satisfaction by delivering on time quality products and added value services, guided by the shared common principle of 'Quality and Customer First'. This is the common value shared throughout all Bufab companies. It is inclusive and dependent of all the Bufab family by their commitment to our Best Practice process approach and dedication to continuous improvement.

QUALITY AND CUSTOMER FIRST:

Customer satisfaction is the ultimate measure of our quality performance and success in the marketplace being reliant on our ability to;

- Always provide our customers with products and services that meet or exceed both their expectations and requirements.
- Perform better than and stand out from our competitors.
- Continuously implement sustainable improvements in our operations and processes to support current and changing customer needs.
- Our customers can rely on that we fulfil legal requirements everywhere we operate.
- We strive to ensure a sustainable world class supplier base through risk-based management of our supply chain. Supplier Sustainability Audits performed on 80% of spend until 2026.
- We have high data quality to ensure efficiency and compliance.
- No deliveries will be made unless all regulatory and safety stipulations are fully satisfied. Our objective is to achieve full compliance with regulations and have zero safety-related incidents or claims.

COMMITMENT AND PARTICIPATION BY EVERYONE:

Each employee within the Bufab Group shall be customer focused and committed to achieve quality excellence. This individual responsibility is a mindset, which is necessary in assuring and sustaining customer satisfaction.

- Our business leaders shall always act as ambassadors for a culture that focuses on customer needs.
- Each employee within the Bufab Group is expected to actively contribute to quality excellence.
- Everyone needs to be open to change, have a holistic view of the Bufab Group's operations, base actions on facts and apply a long-term perspective.
- Our suppliers should also be committed to adopting the principles set in this policy.

PROCESS-BASED APPROACH AND CONTINUOUS IMPROVEMENT:

Customer needs shall guide our ways of working. Quality excellence shall be achieved by describing, working according to, and continuously improving our processes.

- Each employee shall understand how they contribute to customer satisfaction and quality assurance.
- Processes shall be developed continuously and be monitored to ensure they are efficient and contributes to customer success.
- Transfer of knowledge and best practices shall be actively spread across the Bufab Group.
- Regular benchmarking and evaluation shall be performed to maintain best industry practice.
- A preventive, proactive and risk-based approach shall always be applied.

Erik Lundén, CEO Bufab Group

Tobias Gill, Global Quality Director