



a coesia company

POLICY Quality

As part of the company strategy, we are committed to Quality in all aspects of our business.

Fulfilling or exceeding our customers' expectations is the foundation of our quality policy.

Responsibility for quality is something that must be owned by all, at every level of the business, to ensure our business strategy and quality objectives are met.

To ensure that we meet our legal obligations and responsibilities to our customers, our people, our suppliers and to our stakeholders, we are committed to the following objectives:

- Deliver on-time & on-quality products, systems and services that meet or exceed our customer's expectations
- Identify and understand our customer's expectations, monitor and manage their feedback, implement improvements to improve customer satisfaction

- Enable and engage our people at all levels in a drive to improve operational performance along the value chain from suppliers to customers
- Engage with and leverage on the strengths of our product suppliers and logistic partners; to continually improve our products design, its quality, and its supply and services
- Continually develop our people to add value to our customers and our business
- Regularly communicate our position on corporate social responsibility, and our Code of Ethics in our business practices
- Continually improve the health and safety and environmental performance of our products, systems, operations, and services.

Our policy is based on:

- Our Values
- Our Operational Management System (OMS)
- Lean Six Sigma
- Our key performance indicators
- Risk based thinking
- Our sustainability approach

We are committed to this policy and regularly evaluate our Operational Management System and update the policy, when required, to enhance our quality performance.

All personnel that work for or on behalf of FlexLink have the responsibility to follow and support this policy.

Alexander Schmitz
CEO
March 7th, 2022