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HYDROSCAND GROUP AB
Quality Policy

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Introduction

At Hydroscand, our commitment to quality is driven by our core values. We strive to exceed customer expectations by delivering high-quality products and services that ensure safety, reliability, and efficiency. Our approach to quality is based on continuous improvement and proactive customer engagement.

In respect of Hydroscand Group AB and all its subsidiaries

This Policy establishes the key principles applying to the entire Hydroscand Group.

Our Commitment to Quality

- **Customer satisfaction and retention:** We prioritize customer needs by maintaining high service standards, offering technical expertise, and providing tailored solutions that strengthen long-term partnerships. In delivering high quality products and solutions
- **Product and service excellence:** We ensure that our products and services meet or exceed regulatory, safety, and performance standards.
- **Continuous improvement:** We actively seek opportunities to enhance our processes, reduce defects, and increase efficiency through innovation and employee involvement.
- **Claims and complaints handling:** We take a structured approach to resolving customer issues, learning from feedback to prevent recurring problems.
- **Compliance and sustainability:** We adhere to all applicable laws, regulations, and industry standards while minimizing our environmental impact.

Quality Targets

To uphold our commitment to quality, we set the following qualitative targets:

- **Customer satisfaction:** Strengthen our customer engagement by actively listening to feedback and implementing improvements based on their needs.



- **Customer retention:** Foster long-term customer relationships by consistently delivering high-quality products and exceptional service.
- **Delivery performance:** Enhance logistics and supply chain efficiency to ensure timely and reliable deliveries.
- **Continuous improvement initiatives:** Encourage a culture of innovation and learning by regularly reviewing and optimizing our processes.
- **Claims reduction:** Minimize product and service-related claims through proactive quality control, thorough inspections, and effective training.
- **Compliance and sustainability:** Committing to reducing our environmental impact by focusing our engagement within our company and throughout our supply chain.

Implementation and responsibility

All Hydroscand employees are responsible for upholding our quality standards and contributing to continuous improvement. Our leadership team provides the necessary resources, training, and support to ensure compliance with our quality objectives.

By integrating quality into everything we do, we strengthen our commitment to our customers and reinforce Hydroscand as a trusted industry leader.