

## JUWI GmbH

# Quality Policy for the JUWI-Group

The JUWI GmbH Managing Directors as Top Management of the JUWI-Group herewith establish, implement and maintain a quality policy that

- is appropriate to the purpose and context of the JUWI organization and supports its strategic direction;
- provides a framework for setting quality objectives
- is binding for the entire JUWI-Group and thus for the Top Management of all JUWI companies.

This includes the commitment of Top Management to satisfy applicable requirements and to promote continual improvement of the quality management system.

## Our quality principles

- JUWI operates according to a streamlined and integrated management system
- JUWI uses uniform quality standards across the entire group
- JUWI always ensures the quality of its services
- JUWI guarantees satisfaction for internal & external clients
- JUWI strives for continual improvement

## Our quality objectives

Our quality objectives match the core values of the company. Therefore, our quality management system is tailored to our clients' requirements as well as JUWI's brand essence „Energizing Sustainability“. Fostering long-term customer and supplier relations is a top priority at JUWI. All of our organizational structures and the resulting processes, which are subject to continual improvement, are geared toward the project phases of the JUWI value chain and are streamlined, fast and efficient. So we make sure that our processes remain economically sustainable in the long-term and we avoid potential errors.

## Prioritizing the customer

With JUWI's holistic approach, the customer is at the center; customer satisfaction is a key element of the way we understand quality. We have identified our stakeholders and measure their satisfaction at regular intervals.

## Quality is of strategic importance at JUWI

As JUWI's Top Management, we hold that the quality management system is an instrument for guiding and steering the company towards the future, as well as a support tool for key entrepreneurial decisions. It helps us to take preventative action and to successfully turn our vision into reality.

## Continual improvement

In order to achieve these objectives, we work according to a holistic, integrated and strategic management system that is in line with DIN EN ISO 9001 and the occupational health and safety management system approach according to ISO 45001. Our integrated management

system is subject to continual improvement and we constantly will adapt it to changing requirements.

## Process orientation

The consistent and verifiable quality of our services is the result of our process-oriented approach. All management, core and support processes are analyzed, recorded and steadily improved in order to continually increase our process quality. We place particular importance on the efficiency and verifiability of the processes.

## Our employees take centre stage

We encourage our employees to take an active role in improving our company processes. For this reason, we believe that it is important that all employees understand and implement the principles of our quality management system, as this is the key to the long-term success of our company. Our managers lead their employees by example. We measure the satisfaction of our employees at regular intervals.

## We are committed to employee training

The JUWI group considers regular development for our employees to be a priority. We offer technical, methodical as well as management and quality management trainings.

Date: 30.06.2022

The JUWI GmbH Managing Directors

A handwritten signature in blue ink, appearing to read 'Carsten Bovenschen'.

Carsten Bovenschen

A handwritten signature in blue ink, appearing to read 'Stephan Hansen'.

Stephan Hansen

A handwritten signature in blue ink, appearing to read 'Christian Arnold'.

Christian Arnold