

Quality Policy

Policy statement

Cavotec Group (hereinafter referred to as “Cavotec”) recognizes any customer’s right to expect the services they provide to be delivered by the specified time, to the specified condition and at the agreed price. It has always been the policy of the company to provide such a service by reacting quickly and efficiently to customers’ demands to meet the requirements of every contract made between them.

Scope

Who is covered by the policy?

This policy applies to employees and individuals at all levels and grades who perform work for, or on behalf of Cavotec, as well as business partners such as consultants, vendors and contractors when doing business with Cavotec. Furthermore, Cavotec expects that its business partners ensure that any consultants, agents, sub-contractors and other business partners that they engage for performing work for Cavotec undertake to comply with this Policy.

Responsibilities

Executive management is responsible for ensuring that this Policy is known and understood by Employees, as well as implemented throughout the organization. All Employees must also ensure that they read, understand and comply with this Policy.

Each Managing Director of a legal entity, Operations Directors/Managers, and Manager of a Sales or Service unit has operational responsibility establishing, implementing, integrating, and maintaining the Quality Management System.

There shall also be appointed Quality Representatives at all production centers. The Quality representatives are responsible for continuously identifying, preventing and mitigating risks related to Quality as well as supporting the management team to implement corrective actions when non-compliance has been detected.

The Group Operations Department is responsible for the administration, revision, interpretation, and application of this policy. The policy will be reviewed annually and revised as needed.

Group Directives

The continuing Policy of Cavotec is to provide a high quality, professional and efficient service to ensure the satisfaction of all the requirements of our clients. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the company.

Cavotec undertake to ensure sufficient resources are made available within the Company to achieve this. Cavotec undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Group.

Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Group.

Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

Cavotec has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and

opportunities within the Group as determined by Executive Management.

The Quality System will be monitored, measured, evaluated, and enhanced regularly under the Executive Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

Procedures

Cavotec will provide appropriate Procedures regarding Quality System, Continuous Improvement, Training, Reporting and Investigation.

Reference

This policy should be read in conjunction with the Cavotec Code of Conduct, Whistleblower policy and Quality System related manuals and procedures.