

## Quality Policy

Our Quality Policy is drawn from the way in which Hagland has been doing business for more than 150 years. We are dedicated to delivering high-quality services that meet or exceed customer expectations and comply with regulatory requirements.

### Scope

This policy applies to all employees or others working on behalf of Hagland and involved in the delivery of our services.

### Commitments

- Our top priority is understanding and fulfilling the **needs of our customers**.
- We are committed to being **reliable** and **responsible**, meaning that we act responsibly and keep our promises, and that our people are professional and knowledgeable. It also means that we comply with applicable statutory and regulatory requirements, as well as our ethical guidelines – and trust that our business associates to do the same.
- We are committed to being **available** and **accessible**, hence we are easy to get hold of, and we are always open for new business with existing and new clients both locally and globally. Additionally, we foster an environment of knowledge-sharing and mutual support within our team.
- We are dedicated to **long-term** commitment. This means that we seek to build lasting relationships with our clients and partners, prioritise the well-being of our employees, and that we run our business with consideration for future generations.
- We seek continuous improvement of our services to meet the requirements and expectations of our clients.

### Implementation and Monitoring

We will conduct regular audits and assessments to ensure compliance with this policy. The management will review the results and identify areas for improvement.

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