

# Simaform's quality policy

The quality policy at Simaform S.A. revolves around placing the customer at the center of our activities, collaborating with reliable partners, and maintaining a dynamic, highly qualified, and efficient team.

For this reason, our quality policy is based on the following principles:

1. Ensure the manufacture of quality products within the delivery times specified by:
  - Analyzing the documents/files/drawings of the products to be manufactured.
  - Analyzing the specifications of each type of component
  - Implementing the best manufacturing process for each type of component.
  - Adhering to legal and regulatory requirements.
2. Communicate with customers to satisfy their requirements and meet specifications:
  - Understand the needs of customers and stakeholders, assisting them in their development, supporting them in solving their problems, and adapting our manufacturing processes as necessary in order to achieve maximum customer satisfaction.
3. Permanently reduce costs associated with non-conformance, both internally and externally.
4. Develop human resources through engagement, training, and motivation in compliance with Luxembourg and European safety and labor codes. Empower all staff to take responsibility for customer satisfaction, productivity, and profitability.
5. Identify the best suppliers and ensure they are committed to our requirements regarding quality, delivery, and price. To this end, each member of the company must identify their own needs and communicate with the supplier(s).
6. Enhance controls/self-checks, provide staff with the necessary resources and/or tools to ensure product quality at every step of the manufacturing process.
7. Maintain our production tools (premises, machines, control tools) in perfect condition through preventive maintenance and repairs, and ensure they are kept clean by those who use them on a daily basis.
8. Innovate by developing new craft-based technical solutions, new production machinery, or new manufacturing processes, and implement them in production.

9. Raise awareness among all employees of the importance of continuous improvement:
  - For our products and services,
  - For customer satisfaction,
  - For everything related to the smooth running of the company,
  - For their own level of skills.
10. Monitor new manufacturing processes and technologies, make investments where necessary, and implement them where appropriate.
11. Maintain and improve the quality management system that we have established.

It is essential for every employee to actively participate in our quality approach if we are to achieve our objectives.

I will personally ensure that:

- Stakeholders are regularly involved in actions implemented to continuously improve our services.
- The objectives defined in our BSC (balanced score card) are achieved.
- The results obtained are evaluated and discussed.
- The objectives to be achieved each year are reviewed in line with market developments.
- The resources required to implement and maintain our quality management system are made available.

12. Set up climate change initiatives

We incorporate climate change actions into our quality management system by assessing and reducing the environmental impacts of our activities while contributing to sustainability and resilience.

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Michel DEHEZ

Managing Director, Simaform S.A.