

1. Particulars

Policy: Quality policy

Risk category: Compliance

Risk assessment: Not complying with this policy may cause loss of revenue and margin and reputational damage

External reference: ISO9001

Target group: This quality policy applies to Solar Group and constitutes the framework for the Quality management system to secure the quality of customer processes and optimize Customer satisfaction.

Classification: Public document

Latest update: June 2021

Approved by: SVP Commercial Market & Sourcing

Responsible: Commercial Market & Sourcing

Contact person: Quality/ISO Representative

2. Objective of the policy

This Quality Policy provides high-level guidance on the purpose and setup of the management system of Solar. It is based on the ISO9001 standard.

3. Policy

Solar is a leading European sourcing and services company mainly within electrical, heating and plumbing, ventilation and climate and energy solutions. Our core business centres on product sourcing, value-adding services and optimisation of our customers' businesses.

We facilitate efficiency improvement and provide digital tools that turn our customers into winners. We drive the green transition and provide best in class solutions to ensure sustainable use of resources.

Our subsidiaries utilise quality management system's to improve processes and meet market demands.

Solar always strive to ensure that the customer receive the right product at the right place, in time.

In order to fulfill our quality promises we are committed to:

- **Continues improvements**

Solar work with continuous improvements at all levels with the customer in focus. We have high ambition regarding our customers' satisfaction and set challenging goals on our deliveries. We monitor our performance and constantly improve our working methods and tools to meet the changing needs of customers and society.

- **Compliance and responsibility**

It is Solar Group policy to comply with all applicable laws and regulations of the countries and regions in which we operate and to conduct our business activities in an honest and ethical manner.

- **Competence development**

Solar ensure processes development through involving competent staff with quality knowledge. We ensure that our employees has the competence required to achieve our goals and meet customer's needs.

We call it stronger together.

4. Deviations from the policy

No deviations from this policy are allowed.

5. Division of responsibilities

In Solar, the quality management processes are headed by the Commercial Market & Sourcing Management Team securing involvement and focus on customer satisfaction. Solar Group Management plays a vital role as an overall committee, when it comes to strategic initiatives and overall priorities.