

NORMEC VERIFAVIA QUALITY POLICY

1. Introduction

At Normec Verifavia, quality is the cornerstone of our success and reputation. We are dedicated to providing verification and validation services that consistently meet or exceed our customers' expectations in terms of performance, reliability, and satisfaction. This policy outlines our commitment to excellence and continuous improvement in all aspects of our operations.

2. Scope

The quality policy applies to all employees, contractors, and stakeholders involved in the delivery of verification and validation services at Normec Verifavia, regardless of their location or role within the company.

3. Our Commitments

Normec Verifavia commitments to quality and excellence include:

- **Customer Focus:** Place our customers at the heart of everything we do. We strive to understand and anticipate their needs, delivering services that not only meet but exceed their expectations.
- **Impartiality and integrity:** Uphold the highest standards of impartiality and integrity in all our operations. We guarantee the delivery of independent assurance, recognizing that our credibility and reputation depend on the objectivity of our services.
- **Continuous Improvement:** Build a culture of innovation and continuous improvement. We encourage all team members to contribute ideas and actively participate in enhancing our processes, methodologies and technologies.
- **Compliance with standards:** Rigorously adhere to all relevant legal and regulatory requirements, as well as industry standards and best practices. We commit to staying at the forefront of emerging trends and regulations to ensure our services remain compliant and cutting-edge.
- **Employee Development:** Invest in the training and development of our employees, recognizing that our team's expertise is crucial to delivering high-quality services. We prioritize both technical skills and soft skills to ensure well-rounded professional growth.
- **Stakeholder Engagement:** Actively seek feedback from clients, employees and stakeholders. We use this input to drive improvements and inform our strategic decisions.
- **Risk Management:** Implement robust risk management processes to identify, assess, and mitigate potential threats to the quality of our services and the achievement of our objectives.
- **Sustainability:** Integrate sustainable practices into our operations, considering the environmental and social impact of our activities and striving to contribute positively to the communities we serve.

- **Technology and Innovation:** Leverage cutting-edge technology and innovative approaches to enhance the efficiency and effectiveness of our verification and validation processes.
- **Data Security and Privacy:** Maintain the highest standards of data security and privacy, safeguarding the confidential information entrusted to us by our clients and partners.

4. Leadership Commitment

The leadership team, including the President/CEO of Normec Verifavia, the Vice-President Shipping, and all Business Unit Directors, Transverse Department Managers along with the Normec Sustainability Business Line Managing Director, fully endorse this quality policy. We commit to:

- Providing the necessary resources and support to maintain and continually improve our quality management system.
- Leading by example in adhering to and promoting our quality standards.
- Fostering a culture where quality is everyone's responsibility.
- Regularly reviewing and updating this policy to ensure its ongoing relevance and effectiveness.

5. Implementation and Monitoring

The effectiveness of the quality management system is regularly monitored through internal audits and management reviews. This ensures continuous alignment with our strategic goals and compliance with industry standards. Feedback gathered from these activities is used to drive systemic improvements in our quality processes. We maintain open channels of communication to share quality-related information and best practices across the organization.

6. Disciplinary Procedure

Adherence to this quality policy is mandatory for all employees. Non-compliance will be addressed through a structured disciplinary process, which may include coaching, retraining, written warnings, and other appropriate corrective measures. This process is designed to be fair, consistent, and supportive, aimed at ensuring all team members understand and meet our quality standards.

7. Communication and Review

This policy will be:

- Communicated to all employees as part of their induction and ongoing training.
- Made available to clients, stakeholders, and the public through our official website and relevant documentation.
- Reviewed annually by the leadership team to ensure its continued suitability and effectiveness.

Signature and Agreement

By signing below, we, the leadership team of Normec Verifavia, reaffirm our commitment to this Quality Policy and pledge to uphold its principles in all our actions and decisions.

Date: 2nd September 2024

<p>Mariska van Schaik Managing Director Sustainability, Normec</p> 	<p>Nicolas Duchêne President/CEO, Normec Verifavia</p> 
<p>Yuvraj Thakur Vice President Shipping, Normec Verifavia</p> 	<p>Mathias Grossmann Aviation & SAF Director, Normec Verifavia</p> 
<p>Rajat Bishnoi Shipping Emissions & Performance Director, Normec Verifavia</p> 	<p>Shailesh Singh Shipping Material & Testing Director, Normec Verifavia</p> 
<p>Patricia Pinilla Sustainability Initiatives Director, Normec Verifavia</p> 	<p>Souha Belhaj Messaoud Quality Manager, Normec Verifavia</p> 