

QUALITY POLICY



At QTerminals, we are committed to achieving and sustaining the highest standards of quality in all aspects of our terminal operations, services, and customer interactions. We believe that delivering safe, efficient, reliable, and sustainable services is essential to the success of our business, the satisfaction of our customers, and the long-term trust of all stakeholders.

To fulfill this commitment, QTerminals will:

- ▶ Place customer satisfaction at the center of our operations by understanding, meeting, and exceeding customer requirements and expectations.
- ▶ Comply with all applicable laws, regulations, contractual obligations, and ISO 9001 requirements, ensuring consistency and reliability in service delivery.
- ▶ Establish, monitor, and review 'SMART' quality objectives and performance indicators to provide a clear, structured, and actionable way to improve organizational performance.
- ▶ Continually improve our processes, products, and services to achieve higher standards of quality, efficiency, and customer satisfaction.
- ▶ Promote a culture of quality leadership and employee engagement, ensuring that all staff understand their roles and responsibilities in achieving quality excellence.
- ▶ Strengthen supplier and contractor management by ensuring that partners align with QTerminals' quality standards and contribute to value creation.
- ▶ Drive innovation, digitalization, and efficiency in our processes, systems, and technologies to enhance service reliability and operational excellence.
- ▶ Provide appropriate resources, training, and competency development to enable our employees to deliver quality outcomes.
- ▶ Monitor, evaluate, and improve our Quality Management System through audits, inspections, management reviews, risk-based thinking, and corrective actions to prevent recurrence of non-conformities.
- ▶ Communicate this policy to all employees, contractors, suppliers, and stakeholders to ensure alignment and collective ownership of quality performance.

Approved By:
Group CEO
Marco Neelsen

A handwritten signature in blue ink, appearing to read 'Marco Neelsen', is positioned above a horizontal line.