



## Quality Policy

At Royal IHC, we play a leading role in the maritime industry by:

- Offering the best products and services, we call this *Product Leadership*
- Understanding, meeting or exceeding the requirements and expectations of our customers, in order to offer the best solution for the customer, we call this *Customer Intimacy*
- Ensuring that we continuously improve our business performance in order to offer the best value for money, we call this *Operational Excellence*.

The pillars of our strategy are underpinned by our core values of *Commitment, Partnership and Innovation*, by our code of conduct and compliance with applicable standards, legislation and regulations.

Derk te Bokkel  
*CEO/CFO*

Our business processes are embedded in our management system (we call this I-WORK), as well as quality objectives are aligned with company strategy. We assess our performance and where it does not meet expectations we Learn and Improve to enhance the performance and effectiveness of I-WORK.

Our employees and stakeholders are fully involved with I-WORK, its embedded process approach and its risk-based thinking. We support our employees, leaders and managers to demonstrate quality leadership in their areas of responsibility, because **at Royal IHC quality is everyone's responsibility.**

Bert Jan ter Riet  
*COO*