

ROYAL IHC QUALITY POLICY

29 March 2021

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.

Our business processes are embedded in our Management System, as well as Quality Objectives are aligned with company strategy. We assess our performance and ensure continuous improvement of the effectiveness of the Management system.

Our employees and stakeholders are fully involved with our Management System and its embedded process approach and 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**.

Gerben Eggink,
CEO



Paul van der Harten,
CFO



Kees van der Snel,
COO



**THE TECHNOLOGY
INNOVATOR.**