

Group Quality Policy

Purpose of document:	<i>Provide guidance on WalWil's quality commitments and priorities</i>
Scope of document:	<i>This policy applies to all Wallenius Wilhelmsen's directors, officers, personnel, including temporary personnel, consultants and others who act on behalf of the company. It is also relevant for employees in all subsidiary entities where the Group directly or indirectly owns more than 50 percent of the shares.</i>
Key word Search	<i>Quality, Policy, WOW, IMS, ISO 9001,</i>

Background & Objectives

Wallenius Wilhelmsen's mission is to lead the way to connected, sustainable supply chains. The purpose of this policy is to establish a common Wallenius Wilhelmsen's approach to managing quality impacts. Our quality policy commits to decarbonizing operations while focusing on customer needs and exceeding their expectations. Our dedication to quality and governance ensures adherence to the highest standards in all our initiatives.

Responsibilities

- **The Board of Directors** is responsible for overseeing the policy area and approve the policy.
- **CEO** ensures the that the policy is aligned with our governance framework and strategy and follow up on implementation and compliance with the policy.
- **Senior IMS Manager** ensures that the policy requirements are implemented in our Integrated Management System.
- **All leaders** shall ensure the implementation of the policy in their respective areas and follow up on employees' compliance.
- **All employees** shall act according to our governance framework and leadership expectations considering the commitments in this policy.

What are our commitments

- *Being our customers' first choice in our core businesses.*
- *Build a resilient quality culture that stands as a core element of our identity and way of working, and to strive for continuous improvement in all aspects of our business, including quality management.*
- *Understanding customer needs, delivering what we promise with a focus on quality, building long-term customer relationships through contracts that meet both short- and long-term outbound logistics requirements, and providing high-quality products and services that meet or exceed customer expectations.*

How do we meet our commitments

- *We work together with our customers to create optimal operational solutions that differentiate Wallenius Wilhelmsen from our competition and actively seek feedback from our customers to ensure that we are meeting their needs and expectations.*
- *We utilize logistics partners and collaborate with all interested parties, including employees, customers, suppliers, and other stakeholders, to ensure that our customers' expectations are met and provide cost-effective and flexible solutions to manage their outbound supply chains.*
- *We promote mutually beneficial relationships with our suppliers and encourage them to improve their performance and quality, creating value for both parties.*
- *We seek innovative and sustainable solutions to reduce the impact of our operations on the environment.*
- *We assess the relevance of climate change within our operations and consider related requirements from interested parties.*
- *We regularly monitor and evaluate our performance to ensure that we are meeting our quality objectives and continually improving our processes in line with ISO 9001, 14001 and 45001.*
- *We ensure transparent accounting and reporting of risks, incidents, and complaints, and take effective actions to improve our performance.*
- *We conduct internal audits to measure compliance and identify areas for improvement.*

Group Quality Policy

Document History

Version	Date	Author	Owner	Key changes	Approved by
1	02.01.2024	Senior IMS Manager	CEO	New	Board of directors
2	06.05.2025	Senior IMS Manager	CEO	New Template, align group policy terminology	Board of directors