

# Group Quality Policy

Purpose of document	Quality Policy
Scope of document	This policy covers all activities within our shipping and logistics businesses and corporate functions.
Key words search	Quality, Policy, ISO, WOW, IMSP

## Background & Objectives

Our purpose at Wallenius Wilhelmsen is to lead the way in transforming shipping and logistics. The purpose of this policy is to establish a common WalWil Group approach to managing customer impacts. Our quality policy supports our purpose by committing the company to decarbonizing our operations and continuously assessing and reducing our impacts on the natural world. Our quality policy commits the company to maintaining high quality standards in our operations using ISO 9001 to drive standards and continual improvement.

## Scope

The policy applies to all employees working within the Wallenius Wilhelmsen group, including temporary staff, contractors, and agency staff. Everybody working for Wallenius Wilhelmsen is responsible for understanding, promoting, and conducting their work in accordance with this Policy.

## Responsibility

The Wallenius Wilhelmsen Board of Directors is accountable for this quality policy, while the CEO ensures compliance with its content. Line management is responsible for adhering to the policy and following corporate requirements and processes.

## Commitment & Compliance

- Our top management is committed to ensuring that all employees understand and meet the requirements of the Wallenius Wilhelmsen Quality Policy and demonstrating a strong sense of responsibility and commitment to customer satisfaction.
- Our ambition is to build a resilient quality culture that stands as a core element of our identity and way of working, and we strive for continuous improvement in all aspects of our business, including quality management.
- Our focus is on 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.

- 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 regularly monitor and evaluate our performance to ensure that we are meeting our quality objectives and continually improving our processes.
- We comply with local, national, and transnational regulatory policies, including ISO 9001, 14001, and 45001 requirements.
- Leadership uses the Way of Working principles to develop annual objectives, actively manage performance, and take effective actions to improve operations.
- 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.

Version	Date	Author	Key changes	Approved by
1	120324	IMS Senior Manager	New corporate policy	Board of directors