

CORPORATE POLICY

To achieve our market leadership mission of being the World's leading provider of foam solutions, we need to be able to provide our customers and partners with flexible and innovative, customer-orientated solutions.

This strong commitment to partnership with our customers is therefore embedded in one of our four core values. In reality, this means first getting to know the actual requirements and expectations of our customers that arise in their daily use of polyurethane foams; and then striving to meet these at the highest level while driving our values of both sustainability and continuous improvement.

To summarize this NEVEON Corporate Policy into our Group's Goals:

- We treat our customer's satisfaction as a first priority during the operations, enhancement and continuous improvement of our **Quality Management Systems (QMS)** in accordance with ISO 9001 throughout the NEVEON Group where based on business requirements applicable; and IATF 16949, EN 9100, EASA Part 21 Subpart G and FAA Part 21 for our mobility divisions.
- We set our processes in accordance with the dynamically changing customer expectations, in order to help our partners achieve their goals at the highest possible level. We are consistently meeting or exceeding the requirements of our customers and regulatory agencies.
- We aspire towards a "zero defect quality" of our products. Our goal is to always be one step ahead of the defect, preferring not to have to discover it in the first place, but rather first to avoid it from even occurring. All our employees from directors to the workers, share in the responsibility to meet this challenge.
- We strive during our daily work to support the development of our customers with professional advice and suggestions; and we try to understand the thinking of our potential customers.
- Since the **safety and health** of our employees is equally important to us, we have also set high requirements for occupational safety and health care, including defining a zero accident strategy.
- We regulate our production in such a way as to meet all the requirements set out in the various laws, standards, internal and external regulations, and which serve our overriding needs of safety, environmental protection, technical suitability and reliability.
- Protecting the **environment** and natural resources is also important to us. We therefore try to avoid environmental pollution or reduce it to a minimum and simultaneously optimize our processes, whilst also paying attention to the related health, occupational safety, energy consumption and environmental aspects. We have therefore implemented and certified systems in all relevant locations according to the ISO 14001, ISO 45001 and ISO 50001 standards.
- We declare the importance of effective **Business Continuity Management (BCM)** to ensure consistent customer service in all possible cases.

NEVEON

The Future of Foam

- We are intent on being in mutually beneficial relationships with our customers, suppliers and related third parties. Our suppliers are our partners and we select them very carefully. We also measure the quality and sustainability of their products and services with the same high standards as our own.
- We have a culture of continuously improving both our technical competences and equipment; and investing in our intellectual capital, according to the shareholder's and top management's expectations.
- We ensure that our workers are both knowledgeable, competent and committed to quality through methodical trainings. Self-reliant, efficient and well-trained staff develop customer-oriented innovations at existing and new locations, with sustainable benefits for the economic and human well-being of both our clients and end users.

The top management of the NEVEON Group hereby reconfirms the importance of the QMS in the daily life of our company and require all employees to continue working in a well-balanced, fast, efficient and customer oriented way as supported by our Management System.



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