



## Quality Policy

Hitachi Zosen  
INOVA

The Executive Board of Hitachi Zosen Inova are committed to ensuring that the principles of quality and operational excellence are firmly embedded in both our company's and employees' culture and will endeavour to influence our suppliers and customers in a similar strategic manner.

Clear roles, responsibilities, and objectives have been identified to achieve this goal, and these are communicated from board level through line management to individual employees. We shall:

- | comply with all applicable laws and regulations as well as any additional contractual requirements when we design, construct or commission our plants or provide after-sale services
- | undertake all efforts to know, understand and achieve customer expectations and requirements - we deliver
- | aim for highly qualified employees, invest into employee development and foster talent and potential
- | provide and maintain systems of work that support smooth and efficient collaboration
- | establish and follow a process to select qualified partners/contractors/suppliers and to control and assess their performance
- | apply a Lean-SixSigma approach in order to continuously increase efficiency and reduce cost of poor quality
- | establish and maintain a system to measure and assess cost of poor quality continuously over time
- | commit to continual improvement of quality performance by measuring against a set of stretching targets and reviewing progress at the management level.

This policy is binding for the Executive Board, managers, and employees of Hitachi Zosen Inova. It will be communicated to all staff, subcontractors and suppliers, and will be available to the public on the Hitachi Zosen Inova website. This policy shall be reviewed annually.

Zürich, 2<sup>nd</sup> March 2020



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Bruno-Frédéric Baudouin    Chief Executive Officer (CEO)