



Quality Policy

Hitachi Zosen
INOVA

With over 90 years of industrial heritage, Hitachi Zosen Inova is committed to ensuring that the principles of Quality and Operational Excellence are firmly embedded in our company culture.

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

We shall:

- | invest in Quality Assurance (QA), the "Cost of Good Quality", to ensure we achieve Quality first time & that we comply with applicable laws /regulations & contractual requirements, when we design, construct, commission, operate & service HZI & our customer's plants.
- | undertake all efforts to know, understand and achieve customer expectations and requirements - we deliver!
- | recruit highly qualified employees, invest into their development & enable them to reach their full potential.
- | provide and maintain systems of work that support smooth & efficient collaboration.
- | establish and follow a process to select qualified partners/contractors/suppliers and to control and assess their performance.
- | apply a Lean-Six Sigma approach, to continuously increase efficiency and reduce cost of poor quality.
- | commit to continual improvement of quality performance by measuring against a set of stretching targets and reviewing progress at the management level.
- | establish and maintain a system to measure and assess cost of poor quality continuously over time.

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

Zürich, 28 February 2024


Bruno-Frédéric Baudouin Chief Executive Officer (CEO)