

QUALITY POLICY

GKN Hydrogen develops, builds, and operates hydrogen storage and energy management systems around the world to **support the global climate strategies & targets** and is committed to **providing quality products and services to its customers**.

With the implementation of an **Integrated Management System (IMS)**, compliant with the international standard **ISO 9001**, GKN Hydrogen **manages risk in a systemic vision**, regarding its customers, stakeholders and those who work in its locations.

In each of the countries where it operates, **compliance with the requirements of the customers and other interested parties, norms and applicable legislation** is a prerequisite for successful implementation and **continuous improvement** of the IMS.

In alignment with the above principles, GKN Hydrogen is committed to conducting activities along the following standards:

- Developing, implementing, and maintaining **hydrogen storage and energy management systems** according to the **best available practices and technologies**.
- Delivering hydrogen storage and energy management systems designed, tested, manufactured, and maintained to ensure our **customers can effectively utilize the technology** to help them achieve their business outcomes. We will not compromise delivering a **safe, green, and reliable** source to our end markets.
- Ensuring the **availability of information and resources** to achieve IMS objectives and targets.
- Guaranteeing a **healthy and safe workplace**, achieved with measures aimed at preventing accidents and damage to health
- Increasing **involvement and competency of our employees**, through participation and consultation, promoting the ability of continuous improvement.
- Selecting **suppliers and contractors** carefully, promoting their **involvement** in the group objectives of Quality and Safety in a shared and harmonious manner.
- Obtaining the **satisfaction of all stakeholders** through the achievement of company goals.
- Promoting and advocating an **open and supportive dialogue with citizens, institutions, and communities** on the effects that the GKN Hydrogen's activities have on the community and environment, health, and safety.

Quality objectives:

- To endeavour, at all times, to maximize customer satisfaction (minimum 90% customer satisfaction)
- To achieve and maintain a level of quality which enhances the Company's reputation with customers (Zero customer concerns).
- To ensure compliance with relevant statutory and safety requirements (Zero safety concerns).
- Detailed planning of activities to ensure completion within timeframe (> 90% on time delivery)
- Knowledge sharing through training programmes leading to motivation & empowerment (> 90% employee satisfaction)

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Guido Degen Gottfried Rier