

QUALITY POLICY

1. PARTICULARS

Risk category	Compliance
Risk assessment	Not complying with this policy may cause loss of revenue and margin and reputational damage.
External reference	ISO9001
Internal reference	Solar Sustainability Policy
Target group	This quality policy applies to Solar Group and constitutes the framework for the Quality Management system to secure the quality of customer processes and optimise Customer satisfaction.
Classification	Public document
Latest update	July 2022
Approved by	SVP Commercial Market & Sourcing
Responsible	Commercial Market & Sourcing
Contact person	Quality/ISO Representative

2. OBJECTIVE OF THE POLICY

This Quality Policy provides high-level guidance on the purpose and setup of the management system of Solar. It is based on the ISO9001 standard.

3. POLICY

Solar is a leading European sourcing and services company mainly within electrical, heating and plumbing, ventilation and climate and energy solutions. Our core business centres on product sourcing, value-adding services and optimisation of our customers' businesses.

We facilitate efficiency improvement and provide digital tools that turn our customers into winners. We drive the green transition and provide best-in-class solutions to ensure sustainable use of resources.

Our subsidiaries utilise quality management systems to improve processes and meet market demands.

Solar always strives to ensure that the customer receives the right product at the right place and in time.

In order to fulfil our quality promises we are committed to:

- **Continuous improvements:** Solar works with continuous improvements at all levels with the customer in focus. We have high ambitions regarding our customers' satisfaction and set challenging goals for our deliveries. We monitor our performance and constantly improve our working methods and tools to meet the changing needs of customers and society.
- **Compliance and responsibility:** It is Solar Group's policy to comply with all applicable laws and regulations of the countries and regions in which we operate and to conduct our business activities in an honest and ethical manner.
- **Competence development:** Solar ensures process development through involving competent staff with quality knowledge. We ensure that our employees have the competences required to achieve our goals and meet our customers' needs.

We call it stronger together.

4. DEVIATIONS TO THE POLICY

No deviations to this policy are allowed.

5. DIVISION OF RESPONSIBILITIES

In Solar, the quality management processes are headed by the Commercial Market & Sourcing management team securing involvement and focus on customer satisfaction. Solar Group Management plays a vital role as an overall committee when it comes to strategic initiatives and overall priorities.