

# Quality Policy and Quality Objectives

Danstoker A/S is the largest Scandinavian and one of Europe's leading companies in the development and production of high-efficiency boilers for biofuel, oil / gas or hot flue gases for generating hot water, high temperature/high pressure hot water and steam.

The company also manufactures components such as heat exchangers, waste heat recovery boilers and constructions involving extensive welding work.

Focusing on consolidating our market position and improving our competitiveness in the future, we have developed a quality management system, including our certifications EN ISO 9001: 2015, EN ISO 3834-2, AD 2000 / Merkblatt HP0, Chinese Manufacturing License, etc.

The electronic QMS system constitutes Danstoker A/S quality management system and is an integrated part of Danstoker A/S QA / QC System for Sales, Project, Development and Design, Production and Service.

The purpose of the quality management system is ensuring quality levels through systematic procedures and routines, for maintaining Danstoker A/S products' good reputation.

The quality management system is fully supported by management.

Each department of Danstoker A/S and all employees in these divisions are required to follow the guidelines described in the quality management system and actively contribute to improve Danstoker A/S quality assurance.

The Quality Manager has full authority to stop ongoing projects that do not comply with quality standards. Likewise, he is committed to ensuring implementation of solutions to quality issues.

Danstoker A/S QA / QC system for welded structures applies to all such products.

Danstoker A/S is active in both the national and international markets, and our customers require quality products and services. These must meet both customer and government requirements as well as customer expectations.

## Danstoker A/S Quality Policy

Quality policy is based on quality assurance as an integrated part of the entire organization. Quality, reliability, timely delivery and outstanding service are our biggest assets. These assets apply throughout the organization, both in terms of products, people and our way of doing business. Risk management has a particular focus on all functions in the organization, where risks are identified and assessed in all processes from sales to service.

### Quality Policy

Our customers must always be sure that Danstoker products and services fully meet their expectations and at least comply with the provisions of certified standards for the design and manufacture of our products. This policy can only be achieved by pursuing a focused and systematic quality management system at all levels of the organization - from receiving a request until delivery of the finished product.

### Objectives

- We must be identified as a company that fully appreciates our customers' needs and deliver high quality products and services in the delivery agreement, to the agreed delivery time and in accordance with the agreed terms and price. We must help to increase our customers' competitiveness with high quality of our products and services.
- We strive to be perceived as the preferred cooperation offering high level of competence and good cooperation procedures.
- We require our subcontractors to have a proven and well-functioning quality management system.

## Strategies

- Our quality policy applies to all our employees and subcontractors.
- Our quality management system meets the requirements in certified standards, norms and directives and is designed to ensure controlled processes of all activities having an impact on the quality.
- All employees at all levels are responsible for following the established procedures and for complying with quality policy.
- We focus on educating, motivating and involving our employees to better understand, promote and contribute to improved quality. We strive to achieve the highest level of competence for all our employees.
- The quality management system is reviewed and maintained to continuously improve internal processes at all levels of the organization.
- We focus on innovation of new technology for products and services to enhance competitiveness at all times.