

## Policy Statement Inno Dock Support

Inno Dock Support's policy is focused on continuously meeting the expectations of its stakeholders. Inno Dock Support aims to provide the greatest possible added value to its customers and contribute to the achievement of their strategic goals.

Compliance with the conditions set out in the NEN-EN-ISO 9001 standard, with the aim of safeguarding and continuously improving Inno Dock Support and its Quality Management System, helps to achieve this.

Inno Dock Support's quality policy is focused on:

- Maintaining and increasing customer satisfaction;
- Meeting the expectations of all stakeholders;
- Providing a framework for setting quality objectives;
- Complying with the requirements set out in the relevant legislation and regulations;
- Continuously improving internal and external processes;
- Maintaining uniformity in the implementation of processes;
- Delivering products and services in accordance with the requirements set;
- Increasing the knowledge and skills of its employees;
- Creating clarity in the tasks, powers and responsibilities of its employees.

The management of Inno Dock Support considers it its duty to clearly communicate this policy to its employees, to monitor its implementation and to make adjustments where necessary. Targets and KPIs are formulated and communicated to all employees on an annual basis. Employees are closely involved in achieving the set targets and KPIs.

Each year, the management of Inno Dock Support evaluates whether the set goals and associated improvement plans have been achieved. If necessary, the goals are adjusted and additional measures are taken. In this way, the management of Inno Dock Support strives for continuous improvement of its performance.