Product and Service Responsibility Policy

February 2024

Introduction

This policy commits us developing products and services with the highest standards for health and safety aspects when applied by system integrators and operated by users. Our pursuit of highest product and service quality stems directly from this philosophy.

Customer satisfaction, a key success factor for Interroll, is directly linked to "Quality, Speed, Simplicity", the three core promises to our customers. In order to fully live up to our Product and Service Responsibility, customer and user safety are given the highest priority in our actions.

The quality of our services is cited by our customers as a positive competitive differentiator. To further strengthen this, we introduce a certified quality management system in accordance with ISO 9001.

Interroll, product and service quality must go hand in hand with the requirements and expectations of our customers in terms of ecological and human rights aspects. Therefore, there is a strong interrelation between this Product and Service Responsibility policy and our policies for Climate Protection, Environmental Protection, Sustainable Procurement and Stakeholder Engagement.

Sant'Antonino, February 2024

Ingo Steinkrüger
Chief Executive Officer

Heinz Hössli
Chief Financial Officer

The generic masculine is used in this document. Pronouns and designations refer to all genders, unless otherwise stated.

Qualitative Objectives and Quantitative Targets

Qualitative objectives and quantitative targets are defined for the entire Interroll Group and are to be achieved by the specified time.

Specific implementation plans are developed for each Interroll entity to achieve the goals based on their individual starting situation.

Objectives	Targets	Date
Customer safety is our highest priority in our entire downstream value chain	No health and safety incidents caused by our products during assembly and operation	Continuously
We provide the highest product quality to our customers	Costs of Poor Quality (CoPQ) below 0.2%	2025
	10% reduction of customer complaints to previous year	2025
We provide the highest service quality to our customers	95% on time delivery performance to customers	Continuously
	95% of deliveries from stock within 48 hours	Continuously
	95% On-time-reaction (OTR) rate	Continuously
We implement a certified quality management system	All Manufacturing Units ISO 9001 certified	2027

Our Product and Service Responsibility activities support the following Sustainable Development Goals (SDGs):

3. GOOD HEALTH AND WELL-BEING
Goal 3: Ensure healthy lives and promote well-being for all at all ages
Target 3.4: Reduce mortality from non-communicable diseases

8. DECENT WORK AND ECONOMIC GROWTH
Target 8.8: Protect labour rights and promote safe working environments

9. INDUSTRY, INNOVATION AND INFRASTRUCTURE
Target 9.4: Modernization of all industries and infrastructures for greater sustainability

12. RESPONSIBLE CONSUMPTION AND PRODUCTION
Target 12.3: Halve global per capita food waste

Governance

The Board of Directors and Group Management are responsible for taking into account and implementing the requirements for our Product and Service Responsibility in the company's overall strategy. They ensure that the responsibilities for risk identification, setting objectives and targets, provision of resources, implementation and review are clearly defined.

The Group Management must regularly inform the Board of Directors on the topic of Product and Service Responsibility and its risk assessment. This ensures that the Board of Directors possesses the requisite knowledge to evaluate these aspects.

Within Interroll's organizational structure, the Chief Executive Officer has overall responsibility for products and services.

The Chief Financial Officer is responsible for assessing and reporting on risks regarding product and service-related security and quality aspects as part of the annual ESG risk inventory. The resulting reporting in accordance with Article 964b Swiss Code of Obligations is submitted by the Board of Directors to the Annual General Meeting for approval.

The responsible management functions for implementation and service provision are: the Chief Operations Officer for product quality, the Chief Sales Officer for service quality and the Chief Technology Officer for product safety.

Compliance

Compliance with this policy and local legal obligations regarding Product and Service Responsibility is annually reviewed by the Group Management through Corporate Compliance.

Reporting

The status about achieving objectives and targets for Product and Service Responsibility as well as the consolidated performance of the KPIs are published annually in Interroll's non-financial reporting.