



## QUALITY POLICY

**Aertssen Machinery Services** endeavors to excel in quality, encompassing all our operations and activities of the group that require involvement, commitment and effective integrated communication of all employees in the organization. This is to ensure effective implementation and continual improvement of “Quality Management System” through periodic reviews.

The company’s quality policy is focused on delivering exceptional services to our clients, with the primary goal of ensuring safe and precise lifting operations. We aim to enhance customer satisfaction by consistently providing high-performance cranes, meeting deadlines, and offering comprehensive support on technical, administrative, and human factors. From understanding customer needs to fulfilling their requirements and exceeding expectations, we commit to full compliance with all applicable statutory and regulatory standards. Our objective is to build long-term relationships through excellence in service

To achieve these quality objectives, management will focus on improving the following:

- Enhancing employee competency through training.
- Ensuring the provision of quality cranes through proper maintenance, regular inspections, and certifications.
- Delivering services with reliability, availability, and maintainability, while actively preventing defects or crane failures.
- Ensuring the suitability of parts and materials used in products.
- Thoroughly understanding and addressing customer requirements.
- Meeting agreed-upon customer needs and striving to exceed their expectations.
- Proper disposal of products at the end of their life cycle, including upgrading equipment when its intended use declines.
- Providing a safe working environment aimed at improving the organization's overall performance.
- Adopting a management system that complies with ISO 9001:2015 standards.

This quality program will be overseen by quality assurance to ensure both its effectiveness and efficiency.

Signed by:

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