

Policy

Quality, Health, Safety, Environmental and Security

The deugro group is committed to the highest standards of quality, health, safety, environment, and security (QHSES) for our employees, business partners and other interested parties. For the deugro group, social accountability is the motivation behind this commitment. We strive to meet and exceed expectations from all interested parties through our dedication in QHSES.

It is our conviction that we are successful when we gain trust from all interested parties—through certified and tested integrity—as a capable custodian of goods and a protector of the surrounding environment in the services that we provide.

Continuous improvement in the services that we provide is aimed to achieve and sustain the following ultimate goals:

- No injuries and no work-related illness
- No environmental incidents
- No damage to clients or their property
- 100% customer satisfaction
- Increased energy efficiency
- No violations of confidentiality, integrity and availability of information, and no breaches of privacy and personal data protection requirements.

To achieve the ultimate goals mentioned above, the following are committed provisions of this policy:

- Responsible and accountable management
- Framework for setting QHSES objectives
- Culture of active participation and consultation of employees
- Utilization of Stop Work Authority
- Corporate discipline
- Respect for all human beings and the surrounding environment
- Suitable controls to eliminate and or reduce identified health, safety, environmental, information security, privacy, and data protection risks.
- Fair treatment of and cooperation with our business partners and other interested parties
- Information on and resources for investing in energy-efficient products and services

As a globally operating group of companies, we respect the authority of each local jurisdiction in which deugro group companies and offices are located. This means that we are committed to complying with all local laws and regulations. In case of a divergence between local laws and deugro group's regulations, the more restrictive shall be applied.

To safeguard the above, we are dedicated to developing, maintaining and continually improving our Integrated Management System (IMS) with controlled processes to ensure the highest QHSES standards.

This policy first took effect in April 2013 and is reviewed annually.

Klaus Strahmann
Co-CEO
deugro group
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