


Northern Energy & Supply

# Quality Policy


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Gulf
Marine
JUNGHEINRICH

# Purpose

Northern Energy & Supply (N-E-S) is committed to delivering products and services that consistently meet customer expectations and applicable requirements.

Through our activities involving the supply and distribution of fuels, lubricants, chemicals and related services, we aim to create value for customers through reliability, competence, responsiveness and operational excellence.

Quality management is an integral part of our business strategy and supports customer satisfaction, sustainable growth and long-term business success.

# Scope

This policy applies to all activities, products and services undertaken by N-E-S, including the sourcing, storage, transport, distribution and supply of fuels, lubricants, chemicals and environmental services. It encompasses all business operations, support functions, logistics activities, marine operations, road transport activities, facilities and assets under the company's operational control.

The policy also extends to our interactions with customers, suppliers, contractors and other business partners where N-E-S can influence quality performance through its decisions, commercial relationships and ways of working.

Customer requirements and expectations from relevant interested parties are considered when establishing quality objectives, operational controls and improvement activities.

# Impacts, risks and opportunities

N-E-S has identified the following quality-related impacts, risks and opportunities as most relevant to its business:

- Customer satisfaction and service quality
- Product quality and supplier performance
- Delivery reliability and operational effectiveness
- Competence, knowledge and employee development
- Compliance with statutory, regulatory and customer requirements
- Sustainable business growth and operational excellence
- Development of value-adding products and services
- Long-term partnerships with customers, suppliers and stakeholders

These impacts, risks and opportunities form the basis for N-E-S quality objectives, operational controls, risk management processes and continual improvement activities.

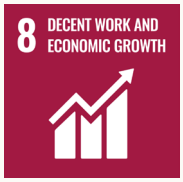
# Contribution to sustainable development

## 8 Decent Work and Economic Growth

N-E-S contributes to sustainable economic growth by promoting competence development, employee engagement, safe working practices and long-term business relationships that support value creation for customers, suppliers and society.

## 9 Industry, Innovation and Infrastructure

N-E-S supports innovation and operational development through efficient logistics, reliable supply chains and the continuous improvement of products, services and business processes.










## 12 Responsible Consumption and Production

N-E-S promotes responsible consumption and production through responsible product selection, supplier collaboration and the provision of quality-assured products and services that meet customer requirements and support sustainable value chains.

# Our commitment

## Customer satisfaction

N-E-S is committed to understanding and meeting customer requirements by delivering reliable products, services and solutions that create long-term value.

## Quality and compliance

N-E-S is committed to meeting applicable statutory, regulatory and customer requirements and conducting business in an ethical, transparent and responsible manner.

N-E-S is committed to maintaining an effective Quality Management System that supports the achievement of strategic objectives, customer satisfaction and continual improvement.

## Competence and quality culture

N-E-S promotes a culture of quality, professionalism and continual improvement and ensures that employees have the competence and resources required to perform their responsibilities effectively.

## Operational excellence

N-E-S continuously improves its processes, logistics, supply chain performance and digital capabilities, including BEST365, to enhance reliability, efficiency and customer satisfaction. Guided by the BEST365 principles of being Business Minded, Efficient, Skilled and Innovative, N-E-S drives continual improvement, operational excellence and customer value creation.

## Supplier and partner collaboration

N-E-S works collaboratively with suppliers and business partners to ensure consistent quality, reliability and mutual success throughout the value chain.

## Continual improvement

N-E-S is committed to continually improving the effectiveness of its Quality Management System, business processes and overall performance through the systematic evaluation of risks, opportunities and customer feedback.


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# Targets and fulfilment

Quality objectives and targets are established through the annual Business Plan and relevant operational processes. Progress, performance and achievement of objectives are monitored through the Quality Management System, key performance indicators and management review processes. Corrective actions, improvement initiatives and performance reviews are implemented where necessary to support continual improvement, customer satisfaction and business success.

## Allocation and responsibility

Management is responsible for ensuring that this policy is implemented, communicated and supported throughout the organisation.

Management is responsible for ensuring that relevant processes are aligned with the commitments of this policy.

All employees are responsible for understanding and applying the principles of this policy in their daily work and contributing to continual improvement.

## Policy review

This Quality Policy shall be reviewed at least annually and updated as necessary to ensure its continued suitability, effectiveness and alignment with N-E-S's business activities, quality objectives, customer requirements and strategic direction.

## Supporting documents

N-E-S Code of Conduct

**Northern Energy & Supply**



**Elin Kristensson**
Managing Director