

The following Quality Policy and Objectives have been established for the YAGEO Group:

Quality is the foundation of the future.

The Quality Objectives support our Quality Policy and are continually reinforced across the enterprise in every decision we make and every action we take.

Quality Objective	Elaboration	Definition	Sample Metrics
Zero Defects	Every piece matters.	Excellence is a way of life. We strive to create an environment focused on executing standards and doing the things that matter to assure no defects reach <u>our</u> customer.	Complaints Trend Electrical PPM Physical PPM
Customer Satisfaction	A passion for delivering the ultimate positive customer experience.	We strive to meet or exceed all applicable requirements to assure our customers have a unique and delightful experience.	Brand Survey Market Analysis Customer Scorecards On Time Delivery
Prevention and Continuous Improvement	Connected systems and the right tools used in the right way.	To achieve our goal of perfect product, we continually improve our Quality systems, products, and processes. Research, innovation, and risk reduction drive achieving this goal.	Continuous Improvement Project Results Complaints Trend Electrical PPM Physical PPM Problem Solving Results
Quality Culture	Everybody engaged every day.	A culture of Quality means setting the example and making Quality everyone's job. Our global teams are energized by focusing on processes, measurement, and monitoring which encourages openness and innovation.	Management Reviews Quality Month (awards & contests)
People Value	Encouraging the passion, skills, and engagement of our people.	We believe that people who are focused, internally motivated, and energized by what they do spread their enthusiasm to others. We obtain great benefits from individuals who champion their ideas and from leaders who inspire us to higher levels of achievement.	% Training complete Professional Development Annual Performance Reviews
Environmental and Social Responsibility ³⁾	Compliance to statutory and regulatory requirements.	We are shepherds of our local environments. We adhere to applicable statutory and regulatory requirements and consider the environment in every decision we make affecting our stakeholders and social principles at large.	One or more of the following Certification(s): ISO 14001, ISO 50001, ISO 45001, OHSAS 18001 EHS Incidents Emissions RBA Risk Assessment
Ethics and Integrity	Adherence to a code of conduct and courage to always do the right thing.	We treat each other with mutual respect and trust. Non-adherence to our code of conduct is always addressed.	Ethics Hotline Annual Performance Reviews

3) VITROHM's understanding of this IMS objective is that it includes environmental protection and pollution prevention (ISO 14001) and the promotion of safe and healthy working conditions, the elimination of hazards and risk reduction, as well as the commitment to consultation and worker participation (ISO 45001).