

## Group management of the Traco Power Group

### Quality policy of the Traco Power Group

**Reliable.** The word reliable is a major part of our slogan and in just one word expresses the essential points of the quality policy of all Traco companies. Our idea of quality is arranged into two parts: The commitment of the group management to the both the quality policy and to the quality objectives themselves. The quality policy is described in this document.

#### Commitment of the group management (quality policy)

Quality is the basis for the success of the Traco Power Group and is therefore one of the most important considerations at the highest level within our companies.

The trust of our customers in our company and in the quality of our products and services which has been won over many years, must be preserved, and developed where possible. We do our very best to respond to the requirements and expectations of our customers, so that these can then be fulfilled quickly, reliably and in a cost-effective manner.

In order to achieve this, a clear, structured organisation is required, along with a great readiness to cooperate together, in showing a keen desire to avoid mistakes, to improve and to innovate.

Here at the Traco Power Group and in all of our companies, quality is an essential part of our corporate principles. This is also reflected in our slogan, where the words “**reliable**” and “**available**” emphasise our commitment to quality. By means of constant improvements, we are focused upon providing both our customers and all other “stakeholders” with the highest quality products, the very best levels of service and above-average service performance. We want everyone to be more than just “satisfied”. To that end, we offer:

- High-quality and long-term available products with a low failure rate.
- Well-trained employees who guarantee a high standard of service and ensure fast and reliable reaction and response times.
- An in-house laboratory, which can support our customers at any time.
- A high level of product availability for just-in-time deliveries.
- The willingness to support the environmental idea.
- Willingness to review and improve our systems and processes


“**Reliable. Available. Now.**” The group management considers commitment to quality and its implementation to be the most important goal in the daily routine of our companies.

Baar, 2 May 2023

#### The group management



Adrian Berger, CFO



Stefan Schaffhauser, CEO