

QHSE POLICY GAVILAR	No. : 01-B-005
	Date : 29-05-2024
	Version : 0
	Page : 1 of 3

VISION

gAvilar builds on more than 165 years of successful entrepreneurship. gAvilar develops, produces, sells and maintains high-quality, reliable and safe measuring and control equipment and systems for gas networks.

MISSION

gAvilar wants to be the progressive and reliable partner for technical gas pressure regulation, measuring products & solutions and thus contribute to safe and sustainable gas transitions.

CORE VALUES

Trustworthy

Reliability means that we and our products do what we promise, that we work safely and efficiently, regardless of the circumstances

Cooperation

Collaboration means that we communicate effectively and work in teams, both internally and with our external partners. We strive to guarantee product quality, create a pleasant atmosphere between everyone involved, stimulate innovation and maximize customer satisfaction.

Craftsmanship

Craftsmanship means that we strive for high quality standards in design, production and service. With attention to detail and precision. We continuously improve.

Solution-oriented

Solution-oriented means that we proactively identify problems, adopt a flexible approach, offer customer-oriented solutions and continuously strive for maximum customer satisfaction and operational efficiency.

Sustainable

Sustainable means that we take the long-term consequences into account in everything we do, that in our relationships with people, the environment and society we ensure that we organize things in such a way that we strive for balance in the long term, but at least minimize negative effects.

MANAGEMENT DECLARATION

Innovation, quality, delivery reliability and delivery time are central to gAvilar's vision and mission. Absolute customer satisfaction and maintaining a market leader position can only be achieved when quality is guaranteed in the broadest sense of the word and we are able to move along with changing requirements from the market, legislation and regulations and our own organization.

In addition, gAvilar also has the ambition to take a leading role in new developments related to the energy transition that is underway in the world. We are very successful with the Bio2Grid, an installation where green gas of the right quality is supplied to the gas network. New is the development of a hydrogen measurement and control installation in which the hydrogen gas is odorized for the supply of hydrogen in the gas network of the Netherlands.

We also work to make our business operations more sustainable and provide a good and safe working environment for our employees. We see this as an obligation that is in the best interest of our employees, our customers and our shareholders.

Version: o	Date: 29-05-2024	No.: 01-B-005	Page.: 2
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In this light, gAvilar uses a system in the field of quality (Quality), health (Health), safety (Safety) and environment (Environment); or a QHSE system. QHSE is a responsibility of management, with an active commitment and support from every employee. We aim for:

- Assurance of the quality of our products and services;
- Protection of the health, safety and property of our employees, our customers, our suppliers and / or third parties;
- The pursuit of short delivery times or even delivery from stock that allows us to distinguish ourselves from our peers
- Protecting the environment in the society in which we live and work;
- Reduce energy consumption as much as possible.

The QHSE policy naturally complies with the prevailing legislation and regulations.

The Director of gAvilar B.V. hereby declares that the QHSE system applies to all its employees.

Dordrecht, May 2024

R. de Vos
Director Operations



QHSE POLICY

In recent years, much has been done within gAvilar in the field of quality management, environment and safety. These efforts have already yielded various certifications, such as ISO 9001 (in 2012), ISO 14001 (in 2013) and VCA * (in 2012). VCA is a Safety Checklist for Subcontractors. In 2014 these systems were integrated and the PED / GAR certification were added to this. In 2015 we certified ourselves for step 3 of the CO2 performance ladder and since July 2016 we are in possession of the CSR certificate. In 2017, the certification was expanded with MID and ATEX.

- **Continuity through constant improvement**
The constant improvement of the product range is best translated into the ever better meeting the wishes of the customer. This can therefore be measured in the form of customer satisfaction. We measure and analyze the important KPI's every month, namely supply reliability and reactivity and information during customer visits to overall satisfaction and possible improvements.
- **Ensuring the quality of our products and services**
"Our quality has to be in line with the expectations of" our customers ". It is a mix of product characteristics, service (including delivery performance) around it and price. Even a correct complaint handling can contribute to a positive image about our organization. By innovating on products and processes, the changing expectations of our customers can be monitored and by controlling the central and supporting processes in the organization, the quality of the delivered product is guaranteed. Both the final control of the production and the knowledge and functioning level of the employees play a crucial role in this.
- **Protecting the health, safety and property of our employees, our customers, our suppliers and / or third parties**
gAvilar has a preventive policy in these areas that initially focuses on the source:
 - Do we use machines and installations that are energy efficient, safe and produce low noiseproduction?

Version: o	Date: 29-05-2024	No.: 01-B-005	Page.: 3
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- Do we exclude dangerous situations?
- Are we replacing hazardous substances with less harmful substances?
- Do we do everything to prevent incidents?

We then try to control the remaining risky situations by providing the people who are dealing with them with the necessary knowledge (through procedures and work instructions and offering training) and personal protective equipment .

Our policy focuses on the complete exclusion of accidents, environmental incidents or risky situations. Should such a situation nevertheless occur, our policy is aimed at registering reports of risks and (near) accidents, both within the company and outside on third party locations. These notifications are necessary to take immediate corrective measures, but also to identify trends for taking preventive measures.

➤ **Protecting the environment in the society in which we live and work.**

Since March 2013, gAvilar has an ISO 14001-certified environmental management system. This confirms that the method of gAvilar complies with the prevailing environmental legislation and regulations and that the organization, through its QHSE policy, wants to continually improve environmental awareness.

gAvilar embraces the principles of Corporate Social Responsibility and wants to create value in economic (Profit), ecological (Planet) and social (People) areas. We not only respect laws and regulations, but we go further.

Data on all these objectives / result areas are included in the management processes, by carrying out internal audits and by trend analyzes of the recorded data. The latter are a fixed component of the management review from which the QHSE policy and the QHSE objectives are derived each year.

The described QHSE system meets the following standards and guidelines:

- NEN-EN-ISO 9001:2015
- NEN-EN-ISO 14001:2015
- VCA* 2008/5.1
- PED 2014/68/EU, module D, category IV
- GAR (EU) 2016/426
- MID 2014/32/EU Module D, Annex IV
- ATEX 2014/34/EU Module D
- EN 88 and PRS/3

The quality plans for the quality certificates for Regulators and Meter brackets are based on the Kiwa - Gastec Inspection requirements 11 and 214.

SCOPE

The quality assurance systems according to the above standards are certified with the scope of application:

- Client-specific design, assembly and sale of measurement and control systems for gas distribution or parts thereof.
- Service of the mentioned products.