

1. **Management Leadership:** Our leadership is committed to upholding the highest standards of quality in all aspects of our operations, especially the construction activities. This commitment extends to satisfying the needs of Bane NOR, enhancing stakeholder satisfaction, and fostering a culture of continuous improvement.
2. **Employee Responsibility and Skill:** Each employee is responsible for the quality of their work. We ensure that our workforce, also through selection of subcontractors, is skilled and competent for their tasks, providing necessary training and resources.
3. **Adherence to Processes:** We adhere to established processes, method statements and plans to ensure consistency and reliability in our outputs. Following these processes, method statements and plans is crucial to maintaining and improving quality standards.
4. **Risk Awareness and Management:** We are aware of the risks associated with our work and are equipped to handle them effectively. Identifying and managing risks is integral to maintaining high-quality outcomes.
5. **Continuous Improvement:** We view non-conformities as opportunities for improvement. We encourage a culture where employees feel empowered to identify and address areas for enhancement, contributing to ongoing quality improvement efforts. We actively seek opportunities for enhancement and encourage employee involvement in identifying and implementing improvements. Using NCRs actively will contribute in this process.
6. **Stop in Doubt:** In cases of uncertainty or doubt regarding quality, we prioritize speaking up. The phrase "STOP!" serves as a reminder to pause, reassess, and address any concerns promptly.
7. **Contract Focus:** Understanding and fulfilling contract requirements is paramount to our quality management approach.
8. **Process Optimization:** We regularly evaluate and optimize our processes to enhance efficiency and effectiveness while maintaining or improving quality standards.
9. **Compliance and Certification:** We adhere to all relevant quality standards, regulations, and certifications applicable to construction business. Compliance ensures consistency and reliability in our operations and enhances trust with stakeholders. MossIA designs its systems to ensure that these standards are adhered to by all companies working on the construction site.
10. **Communication and Feedback:** We promote open communication channels for sharing feedback, suggestions, and concerns related to quality. By fostering a collaborative environment, we ensure that everyone is engaged in the continuous improvement of our quality management processes.

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Carsten Roskamp, Project Director

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