

POLICY STATEMENT (Chapter 6.4 General quality manual)

Undersigned, in his capacity of managing director of Service Groep Nederland B.V. and the related companies, (Facta Aandrijftechniek B.V., Facta Pomp- en Besturingstechniek B.V., and Walco Repair B.V.) hereby declares that in the context of the overall company policy, established in the Business Plan, in which the Quality, Health, Safety, and Environment objectives are linked to overall business- and management objectives. In implementing the general policy the QHSE system takes a prominent place and has my constant and full attention.

The following principles form the foundation: customer focus, leadership, involvement of employees, process management, system approach of management, continuous improvement and decision-making based on facts and win-win relationships with suppliers. In particular, the quality of the management, in the context of the latest version priority, whereby the operation is brought to an even higher level.

The starting points are:

1. Leadership, quality management, exemplary behavior, dedication and commitment of directors and management in the maintenance and continuous improvement of the Quality Management System.
2. Meeting the explicit and implicit requirements, wishes and expectations of customers.
3. Working from an organization structure that is focused on efficiency and effectivity, and in which the resources needed to properly carry out the tasks are made available to each individual in the organization.

All business operations have an impact on the environment. These effects are sought to be minimized by taking prevention and restrictive measures, both organizational and technical.

The quality plan, which covers the entire system, is laid down in this book. The quality- and environmental planning focuses on continuous improvement of processes and methods as described in the subsequent applicable process descriptions with the ultimate goal of continuously improving of this system, reducing the burden of the environment and ultimately also increasing the customer satisfaction, where possible.

The QHSE policy is aimed at achieving the following objectives:

1. Establish, maintain and continuous intern and extern promotion of the QHSE policy and its objectives.
2. The within the environmental field “social responsible”, striving for a maximum price/quality ratio of products and services, where the wishes and expectations of the customer are met.
3. The purchase of environmentally friendly options and alternatives for required machinery, equipment, facilities, goods and services.
4. The product c.q. the service to be de provided is delivered according to the agreed general and technical specifications, at the agreed time. As general specification applies that well-functioning and proper finish are the main criteria.
5. The aim is to ensure an error- and complaints rate of zero, or a rate as close as possible.
6. As regards the environment, we do more than required by law if possible, if the effort is in healthy relationship to the result. Thereby will especially the environmental measures that also have a positive impact in fields such as safety, health, welfare, quality and efficiency get priority.
7. Relating the QHSE targets to both the revenue- and profit targets, as to the objectives of the personnel policy and the company's image. Therefore, they are fully integrated in the implementation of the general policy. The quality of the management is continuously improved through training and the importance of good management to achieve the quality objectives is continually emphasized by me in the daily management and implementation.

In the management review, the to be achieved improvement objectives are annually established. These targets are monitored in the executive meetings and with the action plan quality improvement and the underlying action plans. Mission, policy and objectives are communicated by the management in the monthly staff meetings.

The objectives are achieved in a efficiency- and effectivity-oriented organization with there for set responsible, well-trained and capable staff. Also, where possible, shall we be striving for a good measurability of the objectives, in order to visualize the results.

Resources

1. Tight recruitment-, training-, and assessment policy, according to a determined program.
2. Stimulation of self-control on quality by the employees.
3. Every supervisor supports the QSHE policy and executes it consistently. Board and management have an exemplary role in this.
4. Because of regular working meetings, training, guidance and motivation is accomplished that every employee understands and implements the conducted QHSE policy. Personal check and management reviews take place regularly. Herein, both the continuity as the improvement of the QHSE-system are evaluated and plans for improvement are made and thereafter carried out. Efficiency in relation to the deployed resources is an objective. The appointment of undersigned as management representative for the QHSE policy and QHSE system, this is ratified and the implementation is guaranteed under its direct responsibility.
5. Providing and managing efficiency, effectivity and ergonomic and pleasant working-oriented workspaces with associated facilities, including hard- and software and supporting services, where necessary. The necessary organizational structure, including the responsibilities and powers of the staff and the resources required, is set out in the Service Groep Nederland Quality Manual (SGNQM). Each employee is instructed regarding the QHSE-system and procedures, can inspect it and is obliged to follow this QHSE-policy and to comply with the relevant guidelines and procedures. Regarding suppliers, the same QHSE-requirements apply and parts of the QHSE-system can be imposed on them. Customers have access to parts of the SGNQM and its implementation if there is reason to.

Repair and overhaul work on explosion-proof constructed rotating electrical machines are carried out according to Repair and overhaul of explosion-proof motors in accordance with IEC 60079-19 and are an integral part of the QHSE-system, in compliance with the directive just mentioned.

The QHSE-policy includes striving for optimal working conditions for staff. Meanwhile, I want to ensure the safety, health, welfare and environment of the employees as much as possible. I let myself be guided by my social responsibility, my pursuit of high-quality jobs and the applicable statutory safety and environmental requirements, in particular the Working Conditions Act and the Safety Checklist Contractors (SCC). I also strive to minimize the burden on the internal and external environment when carrying out the business activities.

Signed, Jeffrey Schotvanger and Wil Dinnessen

Uitgeest, April 5 2016

