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Quality Policy and objectives

Purpose

The purpose of this policy is to ensure that Vento has established a clear Quality Policy and to ensure that the Policy is communicated to all employees/subcontractors and other relevant interested parties.

Scope

This policy applies to all employees, subcontractors, and at all locations where Vento Energy Support operates.

Quality Policy

Vento's objective is to offer superior high-quality service. Our aim is to take the lead when it comes to quality. To do so, we always strive to deliver top-of-the-line results.

Likewise, it is our objective that all our deliveries are perceived as quality deliveries. Quality deliveries are when we meet, or exceed, our customers' expectations for quality, flexibility and reliability of supply, and thereby providing the customer with additional value.

Vento will strive to make quality and flexibility keywords and strong competition parameters when it comes to counseling, preparation of tenders and execution of orders.

As a minimum, our services should conform to the specified requirements and strive to prevent nonconformities at all stages rather than later remediation.

It is essential to us that our employees/subcontractors consider quality as a shared responsibility and exercise the highest degree of quality awareness and provide a high degree of customer satisfaction.

To ensure a high level of quality we strive to:

- Continuously improving the quality of our processes, products, and services
- Identify potential efficiency improvements that would provide greater value to our customers and the company.
- Upgrade our employees'/subcontractors' qualifications and skills through information, training, education and experience.
- Work with openness, honesty, and respect for one another throughout the process
- To support and ensure the quality of our services by maintaining and continually improving our quality management system equal to the requirements of DS/ EN ISO 9001:2015 as a minimum.

Quality Objectives

Customer satisfaction is measured by the amount of returning customers.

- It is our objective to have at least 75% returning customers.

Revenue based on high customer concentration can cause a risk to the business. This risk is mitigated by ensuring new customers each year.

- It is our objective to increase the amount of new customers by 5%.

The overall quality of our services is measured via project evaluations that cover all phases of the project.

- It is our objective that at least 75% of the conducted projects are perceived as being of a very high quality.

Finance is also a part of effective management of an organization. Vento has more focus areas within finance.

- It is an objective that the yearly Earnings Before Interest, Taxes, Depreciation, and Amortization (EBITDA) is at least 8%.

The Quality Policy and objectives are available on the company's website to ensure availability to all interested parties.

Signed: _____



CEO: Henrik Brink