

TKH Group - Product & Service Safety Policy

At TKH Group, safety is the foundation of our engineering excellence. We are a global technology leader committed to the highest standards of product safety, reliability, and customer satisfaction. We recognize that the safety of our customers, their teams, and the public is paramount.

Our ambition is clear: to eliminate safety incidents and minimize risk for our customers throughout the product lifecycle. TKH enforces proactive risk management, maintains transparent communication, and foster a culture of continuous improvement to ensure the highest standards of product and service safety.

This policy works in conjunction with other TKH Group policies, for example but not limited to the Health & Safety policy, addressing relevant and material environmental, social, and governance (ESG) themes including our related goals and ambitions.

Objectives and Strategy

To achieve this ambition, the following objectives and strategies are established:

1. Safe Product Design and Quality Assurance

We design and manufacture products that are inherently safe, reliable, and fit for purpose. Our approach requires the integration of rigorous quality assurance with proactive risk management to minimize risk throughout the entire product lifecycle. Examples of our quality and safety principles include:

- **Certified Quality Management Systems:** All TKH Group production companies maintain a certified Quality Management System (QMS) aligned with ISO 9001, ensuring consistent quality, continuous improvement, and rigorous testing of manufactured products against applicable standards.
- **Independent Verification:** Where self-certification is insufficient, our companies must apply for Assessment and Verification of Constancy of Performance (AVCP) systems. This requires independent testing institutes for type testing, factory inspections, and random sampling to guarantee performance continuity.
- **Proactive Defect Prevention:** We utilize an Enterprise Risk Management (ERM) framework to identify and mitigate hazards before they reach the customer, leveraging hazard assessments and safety incident investigations to drive continuous design improvements.
- **Responsible Material Management:** Where feasible, harmful materials are phased out, and full transparency regarding Substances of Very High Concern (SVHC) and restricted substances is ensured.

2. Transparency and Supply Chain Integrity

TKH aims to ensure our customers have the information they need to use our products safely and effectively.

- **Product Specifications:** Detailed technical specifications, including performance limits and safety ratings, must be clearly communicated prior to purchase.
- **Comprehensive Documentation:** Products must be accompanied by comprehensive documentation, including:

- Technical Manuals with detailed safety guidelines for operation and maintenance.
- Safety Data Sheets (SDS) for chemical or other relevant material-related products.
- Valid Declarations of Performance (DoP) and compliance certificates.
- **Substance Transparency:** Open communication regarding the presence of Substances of Very High Concern (SVHC) or restricted substances in our products is required, providing up-to-date declarations to customers to ensure full traceability.
- **Recall and Remediation:** A robust process for handling defective products must be maintained, ensuring immediate notification of authorities and consumers, and executing effective recall or remediation plans.

3. Customer Empowerment and Support

Safety is not just about the product; it is about how the product is used. Our goal is to empower customers to operate our solutions safely and efficiently. We focus on the following initiatives:

- **Hands-On Training:** For complex machinery, mandatory safety training is provided to our own and customer operators. This includes hands-on training at the point of handover or during commissioning to ensure operators can immediately apply safety knowledge in their facilities.
- **Dedicated Support:** Dedicated channels are available for customers to access technical support and safety inquiries, ensuring rapid response to safety-related questions.
- **Continuous improvement via feedback:** Every customer complaint is treated as an opportunity to improve. Our documented complaint management process is designed to identify systemic issues in design, manufacturing, or support, driving our continuous improvement cycle.

4. Global Regulatory Compliance

To support our safety objectives, TKH ensures full compliance with all applicable local, national, and international safety regulations. This includes, but is not limited to:

- **Construction Products Regulation (CPR):** Ensuring reliable information on fire safety and performance (e.g., EN 50575 for cables).
- **REACH & RoHS:** Responsible management of substances of concern, ensuring transparency regarding SVHC and restricted substances.
- **CE Marking & DoP:** Ensuring all relevant products bear the CE marking and include a valid Declaration of Performance (DoP) where required.
- **Industry Standards:** Adhering to all relevant industry-specific safety standards to guarantee the safety of our products in diverse markets.

Monitoring and Evaluation

To ensure progress towards our product and service safety objectives, TKH is conducting regular monitoring and evaluation activities. We perform an annual assessment of our operational sites to address potential product and service safety risks and opportunities.

1. Key Performance Indicators (KPIs)

Progress is tracked and reported in the TKH Annual Report on selected key performance indicators, such as:



- **Product and service complaints:** Percentage of product and service complaints resolved within 5-days.
- **Customer satisfaction survey grade:** Satisfaction score from customers based on various topics including services, communication and performance.
- **ISO 9001:** Adherence rates to ISO 9001 and other relevant quality standards for our manufacturing locations.

2. Specific Targets

- **Product and service complaints:** 100% of product and service related complaints solved within 5 working days.
- **Customer satisfaction survey grade:** > 8.5.
- **ISO 9001:** 100% of our manufacturing companies are ISO 9001 certified.

3. Evaluation and Improvement

- **Quarterly Reviews:** The TKH Group Executive Board is reviewing the metrics every quarter.
- **Strategic Evaluation:** Progress towards product and service safety objectives is regularly evaluated, using insights from KPIs and incident reports to refine our strategy and initiatives.
- **Public Reporting:** Selected KPIs are reported annually in the TKH Annual Report.

These activities are conducted on a regular basis, with results reviewed and discussed by the Executive Board, Management Teams of Operating Companies, or other relevant stakeholders, as appropriate, to inform strategic decisions and drive continuous improvement.

Responsibility and Accountability

1. **Executive Board:** Ultimately responsible for incorporating this policy into the TKH Group. The CEO of TKH Group oversees the implementation across the group.
2. **Director Sustainability:** Supports the Executive Board in the operational implementation of the policy.
3. **Management Team of Operating Companies:** Responsible for implementing the policy and actions within their organization, overseen by the CEO of the operating company, who reports to the CEO of TKH Group.
4. **Sales Department:** Responsible for ensuring customer communications and agreements align with product safety requirements, verifying that customers receive essential safety documentation and training, and escalating safety concerns to technical teams.
5. **Legal Department:** Responsible for ensuring contractual obligations and liabilities comply with applicable safety regulations, and maintaining legal readiness for potential product issues, including recalls and liability claims.
6. **Internal Audit Department:** Conducts regular internal audits on data accuracy and reporting, with findings presented to the Executive Board and Audit Committee.



Approval and Review

This policy is subject to periodic review to ensure its continued relevance and effectiveness. It is approved by the Management Board and will be updated as necessary to reflect changes in legislation, organizational structure, or best practices.

Document Control History

Version	Date	Description	Approved By
1.0	May 2026	Initial approval	Derk Postma - Member of the Management Board and Director Sustainability