

Quality Policy Statement

Our Mission is to enable digitization by providing the most innovative, sustainable, and secure data centres across the Nordics. Enabling individuals, businesses, and societies to carry out their critical digital activities. Quality Management is crucial in the way we carry out our work, meeting customers' needs and continuously empowering businesses in the ever-changing digital world.

Therefore, our reputation and capability to grow our business depend on our ability to provide products and services that are of consistent, reliable, and high quality, meeting or exceeding our customers' needs and achieving customer satisfaction.

We will:

- Work closely with our customers to fully understand their needs and meet their expectations throughout the life of their contract with us.
- Set stretching objectives and targets which are focused on meeting the needs of our customers, our business and other stakeholders.
- Use all necessary resources – in a way that clearly allocates responsibilities relating to quality to appropriate staff – to make sure we meet the commitments we have made to our customers.
- Make sure our employees have adequate training and have the skills, knowledge and experience they need for their roles.
- Encourage effective teamwork and make sure staff feel empowered and understand how meeting their objectives will contribute to the success of their department and STACK.
- Measure and report on our performance in managing our business and meeting our customers' needs and use performance information to help us improve.
- Independently audit our management systems to confirm whether they are adequate for meeting any regulatory requirements as well as the needs of the business, our employees, our customers, and others with an interest in our work.
- Use the outcomes of independent audits to help us continuously improve and meet the needs of our customers.
- Give all employees and interested parties' relevant information and consider their views on how to improve the quality of our services.
- Regularly review the suitability and effectiveness of our systems to identify improvements that we need to make to be more able to meet our needs and those of our customers and people who have an interest in our work.
- Develop effective relationships with our subcontractors and suppliers.

We put this policy into practice by applying policies, standards, operating procedures, and processes to control the delivery of high-quality products and services that reliably and consistently meet our commitments to our customers.

CEO, STACK EMEA - Nordics