

## **Objectives of our Quality Policy**

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In line with the guidelines defined by ISO 9001, ISO 14001, FIDI FAIM-Plus, ICEFAT and in accordance with the commitments of Harsch Management, our Quality policy aims at the following objectives:

### **1. The skills and satisfaction of our employees**

The deployment of our Management system aims to empower all of our employees to optimize the performance of our processes and operations and requires:

- Clearly define the tasks to be undertaken, the rights and duties of each person,
- Develop autonomy and versatility,
- Ensure optimal safety and a pleasant and functional working environment,
- Pay fairly based on the skills and responsibilities required,
- Ensure trust,
- Guarantee employees safe working conditions in a peaceful atmosphere.

### **2. The satisfaction of our customers and partners**

The satisfaction of the parties concerned requires the involvement of the following factors:

- Listening to understand their needs, requirements, expectations and anticipating them
- Provide them with perfect assistance and service,
- Provide them with flexibility, confidentiality and responsiveness,
- Communicate to them the results obtained from the service provided,
- To obtain their full satisfaction,
- Respect the environment, the rules and standards defined,
- Comply with legal requirements and safety standards.

### **3. The profitability of our company**

To ensure the sustainability of Harsch, we are doing everything possible to guarantee our profitability by:

- Making comparisons between planned objectives and achieved objectives,
- Analyzing our accounting data (balance sheets), market data (sales, marketing)
- Developing internal control tools (assessments, forecasts, monitoring of KPI performance indicators, statistics)

### **4. The reliability of our control services**

THE CONTINUOUS IMPROVEMENT of our QMS (Quality Management System and Environmental Management System) is an essential element of our organization, which results in:

- The planning and implementation of our internal control points (internal audits, skills assessments, customer and employee satisfaction assessments, non-conformity management, action plan for improvement measures, legal monitoring, etc.),
- Recording the results of our controls and analyses (financial analysis, risk analysis, environmental analysis, SWOT analysis, etc.)
- Improving the quality of our services (internal procedures, software/equipment/adapted premises, internal resources, process management, etc.),
- The involvement of our employees in our projects

The implementation of our Quality policy requires the support and involvement of all our employees and remains based on the following values:

- The performance
- Innovation
- Security
- Efficiency
- Profitability
- Responsibility
- Listening to the customer
- Listening to the market
- Fairness, recognition and respect for each employee
- Transparency
- Satisfaction
- Confidentiality

## 5. The reliability of our partner agents

We work and prioritize our business relationships throughout the world, with reliable partner agents certified by FIDI and ICEFAT who, themselves, follow mandatory periodic audits guaranteeing their compliance with business standards and requirements, their good conduct and their commitment to the values of Quality, Ethics and Social and Environmental Responsibility, in line with those of Harsch.

Furthermore, all our FIDI and ICEFAT partner agents must have, among other things, an environmental policy, a Quality charter, an IT Data Protection policy, an OHS policy, a Social Responsibility policy - Code of conduct, documented and meeting the minimum requirements, such as:

- Ensure a healthy and safe working environment for their employees, protection against harassment, discrimination or any other questionable practice or inappropriate behavior in relation to, for example, disability, religion or sexual orientation.
- Respect for legal, ethical, honest and professional relationships with their customers, employees and suppliers.
- Anti-corruption or anti-competitive directives, and in particular in favour of fair competition.
- Compliance with applicable country and international laws, rules and regulations.
- Safety and OHS measures
- Process for identifying non-conformities and improvement measures.
- Business Continuity Plan
- Insurance coverage tailored to the specific services requested

- Risk analyses
- Etc.

## **Responsibilities defined within the QMS SME**

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Management assigns responsibilities and appoints the people who must ensure the proper functioning of the QMS EMS, namely the department managers and the Quality Manager

### **1. The Management System Delegate**

It ensures the development and application of the QMS EMS to meet the company's objectives and provide adequate resources for the proper functioning of the management system according to ISO, FIDI FAIM and ICEFAT.

It has a coordination function between the different elements of the QMS EMS, in particular:

- He manages relations with certification bodies,
- He ensures the consistency of each process under SMQ SME,
- It stimulates and records process efficiency improvement activities according to ISO rules,
- He plans and coordinates the program of internal and external audits,
- It formalizes the decisions taken for the SME QMS, during the Management review and ensures the monitoring or progress of the actions previously defined, in collaboration with the department managers.

### **2. The Directors: Co-Directors of Relocation (International, Local & Offices, Operations), Fine Art Director and HR Director**

In the context of more strategic management of activities, directors play a crucial role.

The goal is to delegate decision-making power, while ensuring optimal strategic alignment.

The CEO remains 100% involved, but her role is evolving towards a more strategic vision, with less involvement in day-to-day operations.

### **3. Department Managers: Archives, Lausanne, Zurich, IT, Accounting, Infrastructure.**

Each manager is responsible for supervising their own department and process, ensuring coordination and communication between the different participants or actors in the process, consolidating the results obtained, updating the operational procedures and documents related to their process, examining the improvement proposals submitted during internal audits or analyses, the corrective measures and integrating them into the dynamics of their department by stimulating discussion groups or project groups, if necessary.

## 4. Thematic committees

The company has set itself goals to open up services and improve communication, share ideas and best practices, develop mutual projects and harmonize procedures.

Thematic committees have been created to achieve its objectives and can pilot certain company projects.

## Scope of the QMS SME system

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To achieve its improvement objectives and ensure the success and sustainability of the company, Management has decided to develop and use a global QMS EMS management system, integrating Quality and the Environment, structured according to the following approach:

- Listen to customers by identifying and analyzing their needs and expectations and guaranteeing them a service that meets them
- Continuously improve the QUALITY OF SERVICES that we offer to customers and their level of satisfaction
- Identify stakeholders - SWOT Analysis - Ref. P-013 (employees, authorities, communities or organizations and affiliated partners), monitor and evaluate them regularly, in order to ensure their level of quality and prevent potential problems
- Pay attention to the external environment in which the company operates (political, economic, socio-cultural, technological, ecological and legal context) and analyze the impacts on the company. (PESTEL analysis, Ref P-013)
- Continuously adapt company processes to dynamic market situations; optimize and control interactions between our different activities and develop communication
- Evaluate our results against the planned objectives -> increase the desirable effects and reduce the undesirable effects to improve our performance, in accordance with our previously defined strategic direction (SWOT Analysis - Ref. P-013)
- Measure and monitor the effectiveness of business processes through the use of measurement indicators / performance indicators = KPI “Key Performance Indicators”
- Analyze, control and manage risks related to the company's activities and guarantee employees a safe and suitable workplace (Risk analysis – Ref AR-004)
- Reduce the environmental impacts of our activities to improve our environmental performance by moving towards a sustainable development approach
- Maintain a company policy based on CONTINUOUS AND MONITORED IMPROVEMENT •
- Make the best use of available resources (material, human, natural, energy)
- Continuously optimize business results, in the PDCA “Plan Do Check Act” cycle:
  - Plan / Schedule
  - Set objectives in accordance with the requirements of our customers & stakeholders and with our internal policies. Identify and address risks and opportunities.
  - Do / Realize

- Implement what has been planned.
- Check / Verify
- Check and measure the results obtained.
- Act / Act
- Initiate improvement actions, if necessary, to achieve better performance of our activities and the services we provide to customers and thus fully meet their needs and expectations.