

Westerlo, 25 September 2024

Policy Statement Kaneka Belgium | Quality

Vision & Mission

THE DREAMOLOGY COMPANY - MAKE YOUR DREAMS COME TRUE

This statement expresses our vision to make the wishes of people come true through the power of science and chemistry. Our innovative solutions enable us to create unique products and technologies, protecting the global environment and enriching people's lives.

Leading Principles

1. We strive to produce products which address our **customers' needs** in the most effective way.
2. We strive to produce products which are **compliant with the quality specifications**, agreed both internally and with our customers.
3. We actively explore and study those **parameters in our processes, raw materials and intermediates**, which potentially impact the quality of our products. We document these parameters and their potential effects.
4. We commit to procure and process only those **raw materials** which are compliant with the agreed raw material specifications.
5. We continuously **identify and implement actions** which maintain and improve the quality of our products and services.
6. We constantly **train and coach our employees** to increase their knowledge and awareness on quality.
7. We **report any quality-related incident** internally (either by NCR or CCR) and we take immediate action to prevent that non-compliant products reach the customer. If necessary, we inform our customers and take corrective actions towards them. We investigate the root cause of the incident, define preventive measures and implement them with adequate speed.