



**1. QUALITY POLICY**

TUV NORD GROUP and, by association, TUV USA, Inc., promotes objectivity and integrity. Our customers, both internal and external, look to our visions and values, to provide sustainable and competitive services in an efficient and cost-competitive manner.

The TUV NORD brand stands globally for safety, quality, innovation and neutrality. Our employees are guided by our values and observe our guidelines. They are the binding principles of personal conduct within the TUV NORD Group and strengthen our integrity.

Trust, dignity, conscience, and social cooperation: TUV NORD Group employees observe these four basic corporate ethical values in their dealings with each other, their partners and customers. All actions and thoughts are based on the fundamental values of independence, responsibility and integrity.

Every employee makes a lasting contribution to the success of TUV NORD Group and its customers with his or her skills and commitment. The orientation towards the four core values ensures a gain in security for us and our customers and partners: We gain trust by acting competently, reliably and appropriately. The appreciation of each individual, regardless of their function, harmonizes corporate goals and social interaction. Our values define the hallmarks of the TUV brand.

~Taken from the TUV NORD Group Core Values and adopted by TUV USA, Inc. on 12/06/2025

With a view to the developments globally concerning the free trade in products and services between the member states, TUV USA is offering its very best third-party audit services relating to the certification of Management Systems. Our employees and contractors are selected based on competency and knowledge in the services we offer and are held accountable to the policies and procedures we have established.

Our aim is to achieve an optimum service to meet the requirements and expectations of our customers with regard to the evaluation of Management Systems in accordance with international standards.

TUV USA has implemented a management system in accordance with the requirements of ISO 17021. The Managing Director collects information from all stakeholders (e.g. TUV NORD, other Shareholders, Members of the Board, Governing Board, Employees, Subcontractors, Agencies, Clients, Regulatory Authorities, Accreditation Organizations & other relevant professional bodies) with regard to expectations and resource needs to support our operational needs.

TUV USA. has established a Quality Policy that takes into consideration the requirements of our Quality Management System, the requirements and expectations of our parent company, TUV NORD Group, as well as those of our accrediting entities, clients and their customers and the multiple industries for which our Certifications represent.

<b>Prepared By:</b> D. Minamino	<b>Reviewed By:</b> S. Stephen	<b>Authorized By:</b> H. Sen	<b>Document No.:</b> GOP008	<b>Date:</b> 01/12/2026	<b>Revision:</b> 5
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For each of our Quality Policy statements, we have defined measures to provide meaningful and measurable data as an input to our continually improving not just our service provision but also our future growth and reputation.

**TUV USA, Inc's Quality Policy**

**TUV USA Shall:**

- Strive to remain and become the Certification Body of choice for our Clients and their Customers through the quality of our service and its delivery, trust, dignity, conscience, and social cooperation.
- Conduct ourselves responsibly in accordance with the expectations and requirements of TUV NORD Group and its subsidiaries, and respected industry entities and their Standards.
- Make every best effort to meet established goals and objectives as established by TUV USA and of the Standards for which we offer Certification.
- Maintain our Accreditations, Approvals and Authorities as granted.
- Act with fairness and equality to all people and companies, without bias or prejudice.
- Listen and take appropriate action resulting from feedback and other input to our Operations and Compliance.
- Stay abreast of the global needs of the multiple industries for which we serve, and to meet their needs through continuing to expand our service offerings.

Signed by: *Hakan Sen*  
00F357A1F1E34C3...  
 Signed: *Hakan Sen*  
 Position: Chief Executive Officer  
 Date: January 12, 2026

Signed by: *Deann Minamino*  
D0F0604BAE6D4AB...  
 Signed: *Deann Minamino*  
 Position: Chief Certification Officer  
 Date: January 13, 2026

DocuSigned by: *Stephanie Stephen*  
4E3AB231021E4FC...  
 Signed: *Stephanie Stephen*  
 Position: Quality Manager  
 Date: January 12, 2026

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**REVISION HISTORY**

Revision	Date	Description of Change	Approved By Approval Date	Notification/Training Delivery
0	UNK	Initial Release	UNK	UNK
1	08/31/2017	Update Company Logo Added ISO 17065 to reflect the developments in the Food sector.	R. Thomsen 08/31/2017	Via Workflow Notification
2	04/04/2023	Remove references to ISO 17065 and indicate Accreditation Manager responsibilities.	H. Sen 04/04/2023	Via Workflow Notification
3	05/01/2024	Changed to global language in the first paragraph. Remove "quality" from all Management System references. Remove last line about posting to the notice board in the office.	H. Sen 05/01/2024	<ul style="list-style-type: none"> <li>Via Workflow Notification</li> <li>Announcement in Leadership Meeting</li> </ul>
4	02/17/2025	Changed "Accreditation Manager" to Chief Certification Officer (CCO) to align with structure/title change	H. Sen 02/17/2025	<ul style="list-style-type: none"> <li>Via Workflow Notification</li> <li>Announcement in Leadership Meeting</li> </ul>
5	01/12/2026	Complete update. Add section identified as coming from TUV NORD Group, removed section that discussed our QMS as it is found in the GOP000 in same/similar context, and created policy statements (bullet points) from key points in the section(s) above.	H. Sen 01/12/2026	<ul style="list-style-type: none"> <li>Via Workflow Notification</li> <li>Announcement in Leadership Meeting</li> </ul>

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