

Quality Policy - Mining

At FLS Mining we are committed to developing and delivering high quality products and services that enhance productivity to create satisfied and loyal customers in the global mining industry. Quality is one of the foundations of our company and is fully embedded in our way of working. We align Quality with our business strategy as an enabler in meeting all customer and other applicable requirements. This is supported by matching our culture and the necessary behaviors through a range of strategic initiatives, including our Leadership Compass methodology and our company values of Trust, Empowerment, Accountability, Collaboration and Honesty (*TEACH*). We continually improve our Quality Management System and its processes and tools through clearly defined objectives.

Quality Objectives

FLS Mining Quality Management System strives to continually improve:

- Customer satisfaction and loyalty
- Relationships with suppliers and other stakeholders
- Employee satisfaction
- Innovative technologies, products, and services
- On-time delivery to internal and external customers
- Quality output and compliance from our processes
- Reduction in cost of quality

Our Quality organisation supports our product and service lines, and manufacturing organisation to align with the business strategy and structure. FLS Mining complies with international standards and industry best practice, and we will:

- Comply with applicable legislation and other requirements.
- Minimise and eliminate Quality related issues and reduce risks.
- Cultivate and promote a Quality centered culture where we take proactive actions to ensure product and service quality.
- Integrate Quality considerations in decision making across the value chain.
- Collaborate with our suppliers to improve their Quality performance.

This policy, with the associated objectives and principles, are fully aligned and support our CORE 2026 Strategy.

A handwritten signature in blue ink, appearing to read 'Mikko Keto'.

Mikko Keto

Group CEO, FLSmidth