APPENDIX F.1 TO IMS DOCUMENTATION

Quality Policy

The most important features of our company are the reliability in our service, our competence and our individual care for our customer.

Our objective and mission is to work with our network partners to provide a service which is based on reliability, high levels of service and the trustful execution of the requirements of our clients. Entrepreneurial vision, personal engagement concerning all customer needs (5.2.1.c), excellent relations worldwide, the responsible handling of all goods and a distinctive sense for the logistically viable are among our guiding values.

Top Management is totally committed and takes account for the effectiveness of the Management System. It ensures the availability of the required resources.

As such, we realize and measure our quality and our quality objectives within the range of our services in the removals business (5.1.1.b), which we define during our annual management reviews and periodic quality audits.

We use these tools to evaluate our services by customer satisfaction (5.1.2.c) (5.2.1.b) and to provide a continual improvement (5.1.1.i) (5.2.1.d) of our quality management system at all levels within the organisation.

The Company has established a documented Quality Management System, designed to meet the requirements of the quality standards which are required within the removals industry (5.1.1.f).

Management, employees of Tranelux International are committed to fulfil this Quality Policy within the range of each individual's area of responsibility (5.1.1.j). Top Management will engage, direct and support persons to contribute to the effectiveness of the QMS accordingly (5.1.1.h).

We communicate our quality objectives to our employees and network partners.

This Policy is available on our website, via our presentation material or is available upon request.

Our Policy and objectives will be reviewed annually (as a minimum) by senior management to ensure that they continue to fall in line with the overall Company strategy and the Quality System in general (5.1.1.g).

Each staff member / Employee is required to become familiar with the contents of this policy (5.2.2.b).

Contern, 13/10/2026

Claude Watgen Tranelux International