

## Quality Policy

Web Manuals is a global SaaS company that develops cloud-based applications for digitization, authoring, publication and distribution of manuals for the aviation industry. We strive to fulfill our purpose of enhancing our client's success, flight safety and happiness as guided by our mission to simplify digitizing of manuals to enhance control, compliance and agility.

Recognizing the importance of a Quality Management System (QMS) to our success, it is our policy to establish and maintain effective QMS based on the principles and requirements of the ISO 9001: 2015 standard and industry best practices.

The QMS shall strive to fulfill the company's commitment to the following:

### Quality Products and Services

We commit to the highest standards in everything we do. We strive to be at the forefront of innovation and build a strategy that continuously defines customer quality requirements and seeks customer feedback.

### Customer Satisfaction

We strive to meet and exceed customer expectations. We shall support customers in their endeavors through our products and services as well as monitor their satisfaction to continuously improve our offering.

### Highly Competent Staff

We strive to recruit the best talents. We shall invest in training and development, provide staff with a positive work environment and opportunities for further development, and set clear goals and expectations for teams and individual team members.

### Strong Compliance Culture

We promote a strong compliance culture in our organization by fostering a culture of awareness and responsibility for all legal, security, and quality obligations. We strive to successfully integrate the management system in the organization to improve the flow of information and increase organizational efficiency and performance.

### Continuous Improvement

We endeavor to continuously improve the QMS and the organization by establishing deviation and improvement management as well as performance monitoring schemes such as management review and internal audit that evaluate and verify the effectiveness of the QMS and identify opportunities for improvement.

The Quality Policy applies to all personnel within the Web Manuals Group of Companies including subcontractors that carry out services integral to the business. The policy, organization, and processes necessary for the QMS are described in the Web Manuals Management System Manual.

This Policy has been reviewed and approved by Martin Lidgard, CEO, and is effective from June 26, 2024.

#### **DIGITALLY EXECUTED BY MEANS OF PUBLISHING**

Martin Lidgard  
CEO