



PAUL WURTH

SMS group



SMS  group

Paul Wurth **QUALITY POLICY** statement

In summer 2021, Paul Wurth has been completely integrated into the SMS group and since May 2022, SMS group introduced a global, functional organization denominated “Reshape” for its fully integrated businesses. These two important changes, together with the need and ambition of SMS group to digitize its operations, trigger the necessity to progressively adapt our process landscape. Paul Wurth is taking an active part in implementing harmonized working processes, corresponding procedures and supporting IT tools. This digital transformation of the work process landscape is a decisive step to improve the efficiency of cooperation between Regions, Centers of Excellence, Centers of Competence, Global Support Functions and legal entities composing the SMS group.

Our digital transformation project is an essential catalyst to higher work efficiency, growth and improved customer experience. To achieve this, all of us will face multiple changes, which warrants all the more a clear top-down and bottom-up communication, well-covered change management activities and transparency, both during and after this transition phase.

The effectiveness of our management system is consistently demonstrated by the numerous challenges that we encounter and overcome in our daily work. Sustaining and improving our Quality Management System remains vital for our company.

Therefore, I hereby entrust our Quality Management Team with the promotion and continuous development of our Quality Management System.

By applying high quality standards, promoting risk- and process based thinking and sharing know-how internally, we remain competitive in order to strengthen our market position as a leading technology provider. Especially with regard to our global mission of turning metals green and contributing to a sustainable future, we constantly seek for new opportunities for improvement.

Our primary aim remains to meet and even exceed the expectations of our customers by delivering on time reliable products and services. I hereby assure my commitment and count on the active involvement of all Paul Wurth employees, to embrace this Policy and live the Quality Culture embedded therein in our daily activities. Together and with combined efforts, we continuously strive for excellence in our business.

Luxembourg, June 2023

André Schneider
Chief Executive Officer