

Issued byPernilla HjortmoApproved byElin KristenssonRevision no.2Revision date2024-04-17Page1 of 1

## QUALITY POLICY

Northern Energy & Supply purchases, sells and delivers high quality oil, lubricant- and fuel products within the maritime and onshore industry, mainly for the Swedish and northern European market.

We have an office manned with competent personnel working with sales and follow-up with the overall goal of achieving delivery reliability of 100%.

We achieve this by:

- Being attentive to customer requirements
- Acting professionally with a positive and friendly customer service approach
- Meeting both legal- and customer requirements
- Continuously improve our quality management system
- We continuously work towards meeting the industry's needs.

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Our employees always follow the company's values:

- Business Minded
- Efficient & Flexible
- Skilled & Innovative
- Trust

We are ISO 9001 certified in order to control and follow-up company activities with the objective of achieving the highest level of customer satisfaction possible and to continually improve our business.

Northern Energy & Supply

Elin Kristensson Managing Director 2024-04-17