

## Quality Policy

Intemo, version 01-04-2026

Since 1989, Intemo has been a specialised distributor, developer and manufacturer of industrial computers, components and software. With these solutions, we support companies and (semi-)government organisations in machine building, equipment manufacturing, the automotive industry and public infrastructure in achieving successful innovation.

We are committed to delivering products and services of the highest quality that meet or exceed our customers' expectations. Our quality strategy is based on the following core principles:

- **Customer focus:** We are committed to understanding the needs of our customers and meeting their expectations. Customer satisfaction is our highest priority, and we strive to build long-term relationships through consistent quality and reliable service.
- **Continuous improvement:** We believe in the power of continuous improvement across all our processes. Through regular evaluation, feedback and innovation, we continuously seek ways to improve our products, services and processes. We apply the Plan-Do-Check-Act (PDCA) cycle as a guiding principle for our improvement initiatives.
- **Employee involvement:** Our employees are key to our success. We promote a culture of open communication, teamwork and respect, and provide ongoing training and development opportunities to enhance their skills and competencies. We encourage employees to actively contribute to achieving our quality objectives.
- **Leadership and strategy:** Management sets clear objectives, provides the necessary resources and offers the support required to achieve these goals. We align our strategic plans with our quality objectives and ensure an integrated approach to quality management throughout the organisation.
- **Innovative solutions:** We strive to provide our customers with innovative solutions in industrial computing, automotive computing and IoT-related applications that support smart city environments. Through continuous innovation, we enable our customers to benefit from the latest technological developments and maintain a competitive advantage in their respective markets.
- **Compliance:** We comply with all relevant laws and regulations, industry standards and our own values. We are committed to corporate social responsibility and aim for sustainable and ethical business operations.
- **Stakeholder engagement:** We recognise the importance of our stakeholders, including customers, suppliers, employees, shareholders and the community. By actively engaging with our stakeholders and considering their expectations and needs, we strive for balanced and responsible business operations.

We are committed to continuously improving our quality management system and to measuring and evaluating our performance to ensure we meet the highest quality standards. This Quality Policy Statement is reviewed regularly to ensure its suitability and effectiveness.

We thank all our stakeholders for their continued commitment to quality. Together, we will continue to strive for excellence in everything we do.

**Helmond. 01-04-2026**

Peter Luijten  
(General Manager)

A handwritten signature in black ink, appearing to be 'Peter Luijten', written over a horizontal line.