

QSE Policy at nu glass

Quality, Safety and Environment

1. General

A QSE policy is a brief statement that aligns with an organization's purpose, mission and strategic direction. It provides a framework for QSE objectives and includes a commitment to meet applicable requirements as well as to continually improve.

This Policy applies to the parent company (nu glass SA) as well as to subsidiaries that are owned or controlled, directly or indirectly, by nu glass SA alone (hereinafter "nu glass group company(ies)"). This policy may be updated from time to time.

Each nu glass group company is authorized to implement a more stringent internal policy.

2. QSE Policy

Since the creation of nu glass, quality, safety and the environment have been our three inseparable pillars. They have been embedded in our DNA since the day our Founder took up the challenge, within EPFL, to design a solution to improve connectivity in enclosed spaces without compromising either the environment or safety.

True to this legacy, we make strong commitments : compliance with legal, regulatory and other applicable requirements is non-negotiable ; the continual improvement of our management system relies on a genuine feedback loop, fueled by the active participation of employees, by customer and field listening, by the systematic analysis of nonconformities, incidents and near-misses, and by periodic reviews based on objectives, indicators and action plans. Management and the Board of Directors exercise leadership, allocate the necessary resources, ensure the dissemination of information, develop competencies and see to it that every decision integrates the assessment of risks and opportunities.

On the quality front, we place customer focus and end-to-end control of our processes at the center of our choices. Technical, regulatory and contractual requirements are understood, formalized and reviewed; the design and development of our machines and services follow a planned cycle with reviews, verifications and validation. Performance relies on the qualification and regular evaluation of suppliers, on the rigorous execution of manufacturing, installation and support with instructions and controls of robots and services. Every nonconformity is handled methodically, corrective and preventive actions are tracked through to proven effectiveness, and key indicators — lead times, returns, rate of closed nonconformities, satisfaction — feed exacting management.

In occupational health & safety, we plan and carry out every activity to prevent injuries, trauma and health impairments, prioritizing the elimination of hazards and the reduction of risks at the source. The continuous identification of hazards linked to our technologies and intervention contexts, the prioritized application of control measures, training and appropriate authorizations, coordination with customers, subcontractors and visitors, as well as preparedness and response to emergency situations structure our prevention culture. Every employee must be able to go home each day without having been injured. Everyone has the right — and the duty — to stop an activity deemed dangerous to trigger immediate analysis and correction ; safety performance is monitored using indicators such as frequency, severity, the quality of inspections and action closure lead times, reviewed in management review.

On the environment, we prevent pollution and reduce our impacts across the entire life cycle of our machines and services. The analysis of our significant aspects and impacts guides measurable objectives, notably on energy efficiency, responsible use of resources, waste reduction and increased recovery. Eco-design, the choice of durable materials, repairability and component lifespan, the integration of environmental criteria in purchasing and logistics, as well as preparedness for environmental emergencies are part of our established practices. Dedicated indicators are monitored and discussed in management review to strengthen the continual improvement loop.

In summary, quality, safety and the environment are fundamental values at nu glass, embodied in every aspect of our operations and our history. We are committed to continual improvement, with a particular focus on customer satisfaction, to maintain and strengthen our position as a leader in our field.

3. Governance

- It is the CEO's responsibility to communicate this policy and ensure its integration within nu glass group companies, taking into account the conditions and regulations of local markets.
- Under no circumstances may the rules, as defined in this policy, be modified without the approval of the Board of Directors of nu glass SA.
- This QSE policy applies to all company activities.
- It is the responsibility of every employee and every manager to record and document, as quickly as possible, each nonconformity : defect, each accident, each incident, or even their potential occurrence, in the appropriate IT system.
- The documentation of each nonconformity must include, in all cases, a description of the event, corrective actions, preventive actions, timing and photos.
- It is the responsibility of the QSE Manager to ensure that nonconformities are followed up professionally by the entire nu glass organization.
- The evolution and the indicators that reflect the relevance of our QSE policy are reviewed with the Board of Directors once a year and once a quarter by management.

This policy was updated on 27 October 2025 (version 3).

Signatories

Luc BURNIER
CEO

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President