

Lifting quality: PALFINGER corporate policy

As a leading global producer and supplier of innovative crane and lifting solutions, we meet our customers' challenges and create added value from them. We are consistently pursuing our path as a provider of innovative, smart complete solutions with increased efficiency and better serviceability and are exploiting the potential of digitalization along the entire production and value chain.

PALFINGER's quality policy is based on the following principles:

- **Customer orientation**

We work closely and in partnership with our customers in order to understand their requirements and expectations - both of our products/solutions and of our organization - and to meet them with added value. This is how we achieve the highest possible level of customer satisfaction. When developing products and services, we consider their user safety and the impact on the environment and energy consumption over the entire life cycle.

- **Employees as a success factor**

We encourage, support and empower our employees to actively participate in quality assurance and improvement and to contribute to compliance with our quality standards. In this way, we ensure that our employees fulfill their central role in realizing and ensuring the highest quality accordingly. We ensure safe and healthy workplaces by continuously improving working conditions and preventing and minimizing physical and mental hazards and stress. To this end, we also involve all employee representatives.

- **Cooperation with suppliers and partners**

We work closely with our suppliers and partners. In this way, we ensure that our products and services meet the highest standards and that the best possible quality is guaranteed. We expect our suppliers and partners to meet the same high-quality standards as we do. When procuring products and services, we consider their impact on the environment and energy consumption over their entire life cycle.

- **Continuous improvement**

We are continuously working on improvements in all areas of the company to optimize the efficiency and effectiveness of our processes and solutions, including occupational safety, environmental protection and energy consumption. This is supported by systematic and preventive opportunity and risk management and a focus on prevention and independence in quality management. In this context, we are committed to continuously improving our quality management system.

- **Compliance with legal and regulatory standards**

We are committed to meeting all requirements and legal and regulatory standards that apply to our products and services in terms of quality, safety and the environment. The health of our employees and, in particular, occupational safety have the highest priority. We comply with all national and international regulations and are committed to maintaining the highest ethical standards in all areas of our business. Through periodic internal and external audits, we verify the degree of compliance with the requirements and initiate effective corrective measures in the event of deviations.

- **Environmental and sustainability aspects**

We are aware of our responsibility towards society and the environment and are committed to developing and implementing sustainable solutions. We strive to minimize the environmental impact of our products and services and to design, produce and service production in the most energy-efficient and resource-conserving way possible in order to protect the environment. The Palfinger Group's sustainability strategy also applies to this.

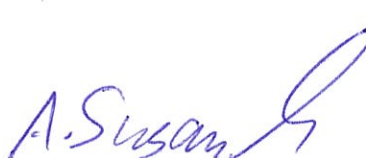
By adhering to these principles, we ensure that our customers can rely on the best possible quality and reliability of our products and services at all times.



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