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# Quality policy

## Purpose

The purpose of this policy is to ensure that Wihlborgs has a well-functioning quality agenda that supports operational targets and strategy. It also aims to ensure that Wihlborgs follows regulations and complies with agreements as well as lives up to customer and partner expectations. Wihlborgs' quality agenda is thoroughly integrated into our operations, which consist of lettings and property management, property and urban development through projects, and other activities to support the business.

Wihlborgs' largest quality risks are:

- Customer dissatisfaction
- Inadequate development of the offering
- Inadequate compliance with laws and standards

Opportunities arising from a well-functioning quality agenda include increased customer satisfaction and loyalty, greater brand loyalty and profitability through optimised processes as well as reduced risk of fines and sanctions. The above risks could lead to Wihlborgs losing or abusing trust from customers and partners, as well as to economic losses in the form of fines and sanctions.

**Scope:** This policy, including guidelines, applies to all employees of Wihlborgs Fastigheter AB and its subsidiaries, as well as to contracted suppliers and associated subcontractors. Our policy and associated guidelines are available for relevant stakeholders on our website.

**Compliance:** Wihlborgs strives to achieve and maintain a robust quality culture through ongoing skills development and sharing. This policy also leads to concrete initiatives and activities through Wihlborgs' activity-specific policies, instructions and controls for management as well as project activities. The following system support enables follow-up of important processes and policies:

- Vitec Technical Administration system (Supplier agreements; Maintenance planning; Case management; Miljöbyggnad recertifications; Self-checks linked to regulatory requirements, insurance requirements, work environment and own ambitions; and Planning and document management for regulatory inspections and service maintenance)
- Wihlborgs project portal (project documentation and investigations within projects)
- Position Green (supplier assessments and collecting property-specific ESG data)
- WSP Compliance Tool (regulatory monitoring for management and project activities)
- Customer Satisfaction Index tool (customer satisfaction, suggestions for improvements)

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## Basic principles:

- **Customer focus:** We act professionally and proactively, demonstrating consideration in dialogues with existing and potential tenants in order to understand and meet their needs and expectations over time. Our product and services maintain high quality and are long-term sustainable.
- **Continuous improvement:** We work actively with continuous improvements to our processes, services and product based on continuous self-checks, documentation and by addressing faults. Our decisions are based on facts, experiences and measurement data. We are guided by our values: action, community, knowledge, and honesty. We work continuously on developing our collective expertise and welcome new ideas and perspectives.
- **Responsibility and honesty:** All of our employees are to take responsibility by following established guidelines, processes and reporting deviations. We ensure a high level of professionalism during the procurement of goods and services through a transparent procurement process with clear evaluation criteria. Together, we take responsibility for quality-assuring our customer offering by setting ambitious targets and high requirements for ourselves, in addition to the ones we set for external parties.

**Compliance with laws and regulations:** We follow applicable laws, standards and industry requirements as well as the requirements we have as a listed company. Instructions, processes and policies are updated continuously based on changing conditions. We ensure the availability of all the information, understanding and expertise necessary for performing work at a high level of quality.

## This policy includes the following guidelines

- Guidelines for quality follow-up and self-checks in management
- Guidelines for quality follow-up and self-checks in projects
- Guidelines for call-offs and orders