Engineering for a better world.

Quality Policy

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1. Scope

This policy applies to all companies (i.e., GEA Group's own operations including all production, sales, and administration sites), managers, employees, suppliers, and other business partners of GEA Group worldwide. This includes GEA Group Aktiengesellschaft, and all companies affiliated with it under company law (hereinafter "GEA").

The Quality Policy is to be considered as a continuously evolving document. It is regularly reviewed and updated, also regarding upcoming statutory and regulatory changes. This policy presents the motivation, key objectives related to quality, and the identification and handling of ongoing assessment and improvement of both practices and processes. In addition, it also references more specific standards of conduct such as:

- Code of Conduct
- Code of Conduct for Suppliers and Subcontractors
- HSE Responsibilities for GEA managers and employees Policy
- Human Rights Policy
- Mergers & Acquisitions Policy
- Environmental Policy
- Occupational Health & Safety Policy
- Business Continuity and Crisis Management Policy
- General Terms and Conditions

2. Purpose and Responsibility

The purpose of having a quality policy is to show GEA’s commitment to quality and describe our quality management principles to our employees, customers, and stakeholders.

Our quality philosophy is based on the premise that quality management must be present in all stages of engineering, manufacturing, and service processes. Quality covers the entire life cycle of GEA’s products and services, all the way from customer understanding and customer-oriented design to uncompromising implementation, timely and faultless delivery and operation and maintenance instructions.

We are committed to achieving quality excellence through prevention rather than detection and correction. By proactively managing risks, preventing defects and reducing waste and rework, we create sustainable value for our customers, employees and stakeholders.

Our objective is to guide our operations worldwide by ensuring quality, customer satisfaction, compliance, commitment and responsibility, competence development, and the continuous improvement of our operations.

GEA expects its affiliated companies, managers, employees, and business partners to stand by its responsibility to deliver high-quality products and services by incorporating this policy into all its business activities. GEA also expects its business partners, such as its suppliers and subcontractors, to commit to their responsibility to deliver high quality products and services.

3. Quality Policy

"Engineering for a better world" is the driving and energizing principle connecting GEA's employees. As one of the largest systems suppliers GEA makes an important contribution to a sustainable future with its solutions and services, particularly in the food, beverage, and pharmaceutical sectors.

GEA shall be the leader in engineering and delivering sustainable solutions and services though responsible operations. Hence GEA is committed to improving the quality of its products, services, and operations to achieve best-in-class performance and competitiveness.

We commit to consistently supplying solutions and services which exceed the needs and expectations of our customers and comply with any related regulatory and statutory requirements. GEA also commits to continually improving the effectiveness of our Quality Management System to ensure an increase of customer satisfaction, which complies with the requirements of the ISO 9001 standard in its latest edition as well the requirements of applicable Product Regulations. GEA maintains and continuously develops effective quality management systems aligned with ISO 9001 and applicable regulatory requirements across its operations.

GEA's quality policy will be reviewed at regular Management review meetings to ensure the continuing suitability of the policy in meeting GEA's aims regarding quality. This policy is based on the following pillars:

Customer Focus and Orientation

Quality is a measure of our performance as experienced by our customers. Success on the market depends on our ability to always provide our customers with products and services that meet or exceed both their expectations and applicable requirements. To be successful in this aspect, we must perform better than our competitors. This requires that we continuously listen to our customers in order to understand their needs, by measuring regularly customer satisfaction across all our products and services.

GEA is transparent with its customers to ensure that issues are communicated and resolved as quickly and effectively as possible.

We actively seek customer feedback and use customer insights, complaints, audits, warranty cases and performance data as valuable opportunities for learning, continuous improvement and the enhancement of customer satisfaction.

Commitment and Participation

Each employee within GEA shall always act customer-focused and committed to quality excellence. This is a personal responsibility, a mind-set, and part of our values at GEA which is necessary to reach customer satisfaction. The Leadership of GEA shall always act as ambassadors for a culture that focuses on customer needs. Each employee within GEA is expected to actively contribute to the achievement of quality excellence. To continuously manage this, everyone needs to be open to change, have a holistic view of our operations, base actions on facts and apply a long-term perspective. Suppliers, dealers, and business partners within our sphere of influence should be committed to adopting the principles set forth in this policy.

Every employee is accountable for the quality of their work and is expected to take appropriate action whenever quality requirements are not met or may be at risk.

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Process Management and Continuous Improvement

The needs of our customers shall guide our ways of working. Quality excellence shall be achieved by describing, working according to, and continuously improving our processes. Every employee of GEA shall understand how he/ she can contribute to customer satisfaction and quality improvement. We will continuously evaluate our process capability and take actions to ensure they stay effective and efficient. Further we will monitor our results against defined objectives as stated in GEA's Mission 2026 strategy and define actions to improve ensuring continued customer satisfaction. We shall improve quality and processes across the entire product life cycle applying a preventive and proactive approach and continuous improvement.

Quality Culture and Learning Organization

GEA shall be the leader in engineering and delivering sustainable solutions and services. All business entities shall contribute to ensure GEA achieves this level by managing risk and opportunities and through their commitment to foster a quality culture and learning organization. We promote an open and transparent communication with all internal and external stakeholders.

Quality culture means, that everyone at GEA has the right and obligation to raise quality issues. All employees of GEA shall report non-confirming products or services which do not meet defined quality standards or customers' expectations. If we make a mistake, we bear the responsibility, correct the mistake we have made and learn from it. We will identify and reward innovation and extraordinary performance and maintain a positive quality culture.

GEA actively pursues the transfer of knowledge, sharing of best practices across all business sites to encourage a culture where we learn from each other. Regular comparison and evaluation shall be performed based on best industry practice. We will train staff and ensure that our employees have the right competency and knowledge to perform their work to the required standards.

Supplier Relationship Management

GEA forms strategic unions and partnerships to ensure participation of suppliers in joint effort aimed at improving the quality of supplied products to improve our product technology and develop new types of products and solutions. We will ensure that our suppliers and subcontractors meet our quality requirements for the sake of customer satisfaction and constant process improvement

We will evaluate and assess the quality performance of our suppliers and conduct supplier audits to verify that our suppliers are meeting our quality requirements, to assess the effectiveness of the supplier's quality management system, and to identify areas for further improvement.

Suppliers are considered strategic partners and are expected to actively contribute to continuous improvement, innovation and risk management activities to support product and process quality.

Product Stewardship

Product safety, environmental sustainability and the liability of producer is strongly related to quality management, where many aspects can and must be considered and implemented. In principle, liability regarding product liability exists according to both contractual law and based on statutory claims. Furthermore, there is liability under administrative law liability for products, which is also regulated by law. Product and producer liability is about compensating for damages that have occurred due to a defective product.

GEA is committed to release only solutions and products to the market that are safe and not harmful to the environment. Our development and engineering processes ensure that environmentally sustainable solutions in terms of using resources efficiently is assured throughout the entire product life cycle.

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Furthermore, GEA observes their products via established Product Safety Committees in the market and monitors the safety of our product over their entire lifetime. The established Product Safety Committees ensure emergency response procedures are effective, the staff of GEA is trained on product safety and incidents are investigated thoroughly.

Changes to products, processes, suppliers, technologies and organizational structures shall be systematically assessed and managed to ensure continued product safety, quality, compliance and customer satisfaction.

4. Annex

Term	Definition
Product Safety	Product Safety Committee PPPD-1769

Table 4: Glossary

5. Revisions

Date	Review and Revision
28Mar2025	Update of policy ownership due to organizational changes
16Oct2026	Update of policy ownership due to organizational changes. Strengthening of quality principles regarding prevention, customer feedback, individual accountability, supplier quality, process excellence and management of change.

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