

Quality

ABB AB and all legal entities within ABB Sweden, including companies controlled by ABB AB

ABB is responsible for research, development, projects, delivery, installation, production, marketing, sales, service and sales support in the following business areas and functions.

- Electrification
- Process Automation
- Motion
- Robotics & Discrete Automation
- Country Common Services

The following points reflect the responsibilities and obligations we have to our customers, employees, suppliers and shareholders:

- Deliver high quality products, systems and services on time to meet or exceed customer expectations.
- Identify and understand customer expectations, measure customer perceptions of us and take improvement actions that increase customer satisfaction.
- Inspire and enable our people at all levels to drive continuous business improvement along the entire value chain from supplier to customer.
- Increase the motivation and skills of our employees to create added value for our customers and in our businesses, through continuous training and employee development.

- Leverage the strength of our partners and suppliers to improve our products and operations from development through production to installation and operations.
- Embed social responsibility and business ethics in our business practices.
- Continuously improve environmental, health and safety and safety performance of our products, operations, systems and services.

As a complement to this quality policy, businesses may also have global quality policies.

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Dennis Helfridsson
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