NSX AB

Quality Policy, Objectives and Action Plan

Valid until further notice. Reviewed annually. This is the English edition of the Swedish original *Kvalitetspolicy samt mål och handlingsplan*; in case of discrepancy, the Swedish text prevails.

1 About the company

NSX AB is a Swedish e-commerce company selling safety and protection products under the Nordguard brand. The business covers impact protection, traffic and road products and crowd-control products, supplied to municipalities, contractors and industry.

The company has two employees and operates as a digital business, with deliveries made directly from suppliers' and partners' warehouses. We do not manufacture; we source from established European manufacturers. Our quality work is therefore focused on three things: choosing the right suppliers, delivering the right goods on time, and capturing and correcting deviations when they occur.

2 Quality policy

NSX AB shall deliver the right product, on time and with correct technical information, and work systematically to measure and improve quality at every stage of the business.

To achieve this, we commit to:

- Meet the requirements agreed with the customer and those arising from law and applicable standards.
- Offer only products from suppliers certified to ISO 9001.
- Provide correct and verifiable technical information about our products, and never state a property that cannot be substantiated by the manufacturer's documentation.
- Record, retain and analyse all complaints and deviations in structured form.
- Measure the business continuously and use the data as a basis for improvement, not only for follow-up.
- Be available to the customer and respond promptly to questions, quotation requests and complaints.
- Work with continuous improvement and automate work steps where this reduces the risk of error.

3 How we work with quality

Complaints and deviations

Complaints are received through a digital form on nordguard.se. Every case is registered and retained with full history, so that we can later trace what happened in an individual case and how it was closed.

Because complaints are stored in structured form, we can keep statistics at product level. This lets us identify products that are the subject of complaints more often than average and raise the matter with the supplier, rather than handling each case in isolation. A recurring fault on a product is treated as a deviation requiring action, not as a one-off event.

Measurement and follow-up

The business is digital, and we measure what can be measured digitally. Among other things we track delivery precision, the number of complaints and the complaint rate per product, and response times and outcomes for quotation requests.

The data is used continuously in day-to-day operations. If a value deviates from normal, we investigate the cause immediately rather than waiting for a periodic review.

Suppliers

We require our product suppliers to be certified to ISO 9001. The certificate is checked before a supplier is taken on, and technical documentation is reviewed before a new product is added to the range. Suppliers' delivery precision and quality outcomes are followed up continuously, and deviations are raised directly with the supplier.

Product information

Information about our products shall agree with the manufacturer's data sheet. In tenders and quotations to the public sector we verify that the product offered actually meets the stated requirements, and that compliance can be substantiated with documentation from the manufacturer.

4 Quality objectives

1. **High delivery precision**
   Deliveries shall be made on the confirmed delivery date. Delivery precision is measured continuously and deviations are investigated to establish whether the cause lies with us or in the supply chain.

2. **Lower complaint rate**
   The share of complaints relative to the number of orders delivered shall decrease over time. Products with an above-average complaint rate shall be identified and addressed in dialogue with the supplier, or withdrawn from the range.

3. **Fast response to customers**
   Quotation requests shall be answered promptly, with the target of a reply within three hours on

weekdays. Response time is measured continuously.

4 **Certified suppliers only**
All product suppliers shall be certified to ISO 9001. The objective is full coverage, to be maintained as new suppliers are added.

5 **Correct and verifiable product information**
All technical product information we publish or submit in tenders shall be verifiable against the manufacturer's documentation. Incorrect or outdated information is corrected as soon as it is discovered.

5 Action plan

The action plan describes concrete measures linked to the objectives above. OM = Operations Manager.

AREA	MEASURE	TIMELINE	OWNER
Complaints	Receive all complaints through a digital form so that every case is registered with customer, product, cause and date.	Completed	OM
Complaints	Store complaint history in structured form and analyse the complaint rate per product to identify products that deviate from the average.	Ongoing	OM
Complaints	Raise products with an elevated complaint rate directly with the supplier and require corrective action.	On deviation	OM
Measurement	Follow up delivery precision continuously and investigate the cause of late deliveries.	Ongoing	OM
Measurement	Follow up response time on quotation requests against our internal target.	Ongoing	OM
Measurement	Further develop internal follow-up so that more parts of the business are measured digitally.	Ongoing	OM
Suppliers	Require ISO 9001 certification of product suppliers.	Completed	OM
Suppliers	Check the supplier's certificate and technical documentation before a new product is added to the range.	Ongoing	OM
Suppliers	Follow up suppliers' delivery precision and quality outcomes, and raise deviations with the supplier.	Ongoing	OM
Product and documentation	Ensure that products offered meet the agreed technical requirements and standards, and that this can be substantiated with documentation from the manufacturer.	Ongoing	OM
Product and documentation	Keep product information on nordguard.se correct and consistent with the manufacturer's data sheet.	Ongoing	OM
Automation	Automate manual work steps in the order and document	Ongoing	OM

	flow to reduce the risk of handling errors.		
Follow-up	Annual review of the quality policy, objectives and action plan, with updates as required.	Annually	OM

6 Responsibility and follow-up

The Operations Manager is responsible for quality work at NSX AB and for ensuring that this policy and action plan are followed, followed up and revised.

Follow-up takes place once a year. At the review we examine the outcome against the objectives, review the complaint statistics and assess whether new measures need to be added. The outcome is documented and the policy is updated as required. Complaints, deviations and feedback from customers are handled continuously throughout the year and do not wait for the annual review.

Österhaninge, [date]



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