



## Our quality policy at thyssenkrupp Steel Europe AG

thyssenkrupp Steel Europe aims “to be the partner of choice for its customers as Europe's leading producer of premium green steel”<sup>1</sup>. To achieve this, the fulfilment of our internal and external customer requirements is elementary. This includes the quality and performance of products, processes and services as well as the form of cooperation and our fundamental values<sup>1</sup>. We formulate the following principles in our quality policy:

### Our quality goal - Excellent customer satisfaction with high economic profitability

The satisfaction of our customers determines the success of our products, processes and services and consequently the future of our company. Therefore, the fulfillment of internal and external (customer) requirements forms the basis of our actions. In order to maintain excellent customer satisfaction and at the same time achieve a high level of profitability, errors and product risks must be sustainably reduced or avoided. The earlier we detect, eliminate and learn from errors, the more economically we can produce.

### Our claim - Innovation and continuous improvement of our products and processes

The demands on our products and processes are constantly increasing. We meet these growing challenges by continuously improving product characteristics and processes and by developing new products and manufacturing processes. On the basis of our standardized processes, we determine the causes of errors and effectively implement the resulting corrective measures. We also address this claim to our suppliers and service providers. In this way we ensure continuous development of the quality level and delivery capability across the entire value chain.

### Our principle - We are all responsible for the quality of our activities

Our clearly defined targets, processes and standards form the basis for a uniform understanding of quality and a shared quality awareness across all levels and functions.

### Our future - Resource-saving action as a contribution to the green transformation<sup>1</sup>

With quality-oriented action, we ensure the success of our current products and create the basis for the transformation to green steel. By avoiding defects and waste, we are already making a contribution to sustainable steel production.

### Our fundamental values<sup>1</sup> - Common values are the basis of our collaboration

We encourage and challenge quality-oriented action by providing our employees with the best possible qualifications and motivation. Health and safety are always our top priority. We respect cultural differences and maintain trusting, appreciative and open communication with customers, employees and business partners.

The Executive Board, November 2024

Dennis Grimm  
Spokesman of the Executive Board (SEB)

Philipp Conze  
Chief Financial Officer (CFO)

Dr. Marie Jaroni  
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1: thyssenkrupp Steel House of Strategy 20-30