

COMPANY POLICY | GOVERNANCE AND MANAGEMENT RESPONSIBILITIES

Our company's sustained success requires clear and systematic organisation and management. One means of achieving this is the introduction and implementation of a management system that is designed to achieve continuous improvements and considers the needs of all interested parties.

The ASAP Group's policies are based on the following principles:

1. Customer focus

From start to finish, our customers are at the heart of everything we do. We aim to identify and understand our customers' current and future requirements, meet their needs and strive to exceed their expectations by providing high-quality services and excellent customer service.

2. Leadership

Senior management and other managers are responsible for our company's internal and external focus. They serve as role models, provide support and create the conditions needed for our employees to commit themselves fully to achieving the company's targets.

3. Employee involvement

Our employees are our most valuable resource. Showing appreciation for our employees and involving them at all levels is essential for our long-term economic success and the continued development of our company. Senior management actively supports employees who contribute to the realisation and development of our quality management system.

4. Process approach

Consistently aligning our processes with the requirements of our customers and other relevant interested parties is an essential foundation for positive operating results. We improve our employees' knowledge and awareness of the need to observe and improve our processes. Identifying, understanding, planning and controlling interrelated processes helps our company to operate more efficiently and effectively.

5. Continuous improvement

Successful companies are those that learn and actively practise effective continuous improvement. We initiate and promote approaches aiming to refine our management system, our processes and our company as a whole. We plan and implement improvements, monitor their efficacy and put corrective measures in place where needed.

6. Fact-based decision-making

Facts, figures and data ensure sound decisions. This does not mean collating every possible piece of information; instead, we aim to obtain reliable, relevant information that provides a sufficient basis upon which to

make decisions. An understanding of cause and effect, a sufficient information basis and an open exchange within the team reduce the risk of the wrong decision being made for subjective reasons.

7. Relationship management

We strive to build “WIN-WIN-WIN” scenarios that create value and benefits for all involved. Systematically developing our relationships with all interested parties – including customers, suppliers and our own employees – will secure our sustained success.

8. Risks

We handle risks appropriately based on their expected impact. The courses of action we consider include avoiding risks altogether, accepting risk in return for opportunity, eliminating the sources of risks, altering the probabilities and potential consequences, sharing risks and mitigating risks through sound decisions.

9. Opportunities

Systematically identifying and seizing opportunities is essential. We see opportunities in adopting new practices, introducing new products and services, covering new areas of expertise, acquiring new customers, developing partnerships, using new technologies and seizing feasible opportunities to take the requirements of the company and our customers into account.

10. State of the art

We provide state-of-the-art products and services in accordance with accepted technical rules and applicable standards. In areas in which we hold accreditations, we conduct testing in accordance with defined procedures and customer requirements. We permit the use of specific standardised or equivalent procedures with different version numbers.

11. Protection of personal data

Data protection is the basis of trusting business relationships and being an attractive employer. We are committed to protecting personal data in accordance with the regulations of applicable data protection legislation and implement the technical and organisational measures required for effective data protection. Our data processing activities are guided by the following principles: legality, fairness, transparency, purpose limitation, data minimisation, accuracy, storage limitation, integrity and confidentiality.

12. Information security and protection of business secrets

As a service provider in the automotive industry, we have extensive industry knowledge, company secrets, business secrets and technical expertise. This knowledge is the bedrock of our success. The unauthorised disclosure of this knowledge can cause significant damage to the ASAP Group. Not only are information security measures required by law, they are also part of our commitment to our customers. We are committed to aligning our actions with these requirements and the resulting standards and guidelines.

GOVERNANCE AND MANAGEMENT RESPONSIBILITIES

Senior management is committed to implementing a management system in accordance with the principles of DIN EN ISO 9001, DIN EN ISO 14001, DIN EN ISO 27001, DIN EN ISO 45001 and DIN EN ISO 50001 within all ASAP Group companies and ensuring that it delivers the intended results. Any unintended consequences will be prevented where possible or reduced to a minimum. Errors within the system will be systematically investigated with the aim of continuously improving the management system. Senior management is committed to following good professional practices and fulfilling all requirements, whether imposed by law or by the ASAP Group itself.

They ensure we meet all requirements set out in DIN EN ISO/IEC 17025 in all accredited areas. These accredited areas and their technical managers carry out their work independently and impartially.

All employees are required to familiarise themselves with the documentation used in our management system and implement the principles, processes and associated work/process instructions in their work.

From senior management to other managers and all other employees, everyone in the ASAP Group is responsible for the quality of their work and the success of the company – none of us can afford to sit back. Senior management expects all ASAP employees, and particularly those in management positions, to live up to this commitment and apply this Company Policy as a guideline and benchmark in their daily work.

Appendix 1 Environment

- Protecting the environment is an important objective in our company. We strive to reduce the burden we place on the environment. For our company, our efforts to protect the environment represent a commitment to our customers, our fellow citizens and generations to come.
- By operating an environmental management system and actively involving all employees, we aim to contribute to sustainable development. When designing our environmental protection measures, we also consider current developments related to our company as well as the expectations and needs of interested parties. As a company, we regard precautionary environmental planning as thoroughly examining and analysing our operational processes and integrating environmental aspects as far as possible. This way, we conserve resources and minimise our impact on the world around us.
- We comply with relevant binding obligations and also commit to continuously improve our environmental performance. All our environmental protection measures rely on the best available economically viable technology.
- We achieve successful environmental protection by getting our managers on board and actively involving all employees. For this reason, we give all employees the information they need to play an active role and actively practise environmental protection in our company.
- We want to establish and uphold an open and objective dialogue with our business partners, neighbours, the authorities and other interested parties regarding our company's environmental impacts and remain open to proposals for improvements.
- In the procurement of our raw materials and consumables, and in the design, packaging and delivery of our products and services, we consider ecological criteria wherever possible and economically viable. We give preference to suppliers who give similarly high priority to environmental protection as we do.

Appendix 2 Occupational health and safety policy

- Ensuring occupational health and safety is a key objective in our company. We have committed to protect and improve the health and safety of our employees in the workplace by implementing occupational safety measures.
- By operating an occupational health and safety system and actively involving all employees, we aim to protect all employees against workplace accidents and work-related health risks. When designing our occupational health and safety measures, we also consider current developments related to our company as well as the expectations and needs of interested parties.
- As a company, we regard preventive operational health and safety as thoroughly examining and analysing our operational processes, integrating occupational health and safety aspects and implementing human-centred design as far as possible. We eliminate any identified hazards and take appropriate action to reduce risks.
- We comply with relevant binding obligations and also commit to continuously improve our occupational health and safety measures. All our occupational health and safety measures rely on the best available economically viable technology.
- We achieve successful occupational health and safety by getting our managers on board and actively involving, consulting and integrating all employees. Our managers have a particular responsibility in relation to occupational health and safety. They act as multipliers, reinforcing occupational health and safety on site. We give all employees the information they need to play an active role and actively practise occupational health and safety in our company.
- In order to ensure appropriate occupational health and safety, we maintain a constant dialogue with our employees and actively integrate them into the design of occupational health and safety measures.
- We want to communicate openly and objectively with our business partners, the authorities and other interested parties regarding occupational health and safety in our company and remain open to proposals for improvements.
- We plan, implement and operate systems safely, rely on state-of-the-art technology, and ensure that our work is prepared diligently, designed safely and executed meticulously in order to prevent accidents and protect our employees' health. We comply with legal requirements as a matter of course. We expect contractors and other external personnel carrying out work for us to do the same.

Appendix 3 Energy

- The ASAP Group is committed to using energy and naturally finite resources in an efficient, sustainable manner.
- We aim to continuously improve our energy performance. For this reason, we have introduced systematic evaluation of our energy efficiency and ensure that we continuously improve our efficiency.
- We derive targets that help us improve our energy performance. Senior management provides the resources required to identify, achieve and review these targets.
- We comply with all relevant legal obligations and other requirements and review them at regular intervals.
- When procuring products, installations and services that use energy and have an impact of the company's energy performance, we make energy efficiency a high priority. Likewise, when designing new, modified or renovated facilities/sites, installations, systems and energy-using processes, we consider potential ways to improve energy performance and operational control.
- In order to continuously improve our employees' awareness of efficient energy use, we provide regular information on energy-related topics and communicate our Energy Policy and our targets to our employees and to everyone working on our behalf.
- We review and evaluate our Energy Policy and all energy management activities derived from it at regular intervals, amending them where necessary to account for changing framework conditions.

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Hari Sadarahalli
CEO



Robert Morgner
CFO