 innerio		Innerio policy		IHP04
Title:	QUALITY POLICY			
Policy Owner:	Quality	Issue / Date:	03/27.01.2026	Page 1 of 2

OBJECTIVE

This policy reaffirms the company's commitment and responsibility to conduct its global business activities with the demand for the highest quality in its products and processes, fully aligned with our TRIPLE Z.

SCOPE

This policy applies to all employees of the Innerio Group GmbH (Innerio Thermal Technology SARL, Innerio Heat Exchanger GmbH, Fertinger Tubes GmbH, Rupert Fertinger GmbH).

POLICY STATEMENT

1. Customer satisfaction is our biggest asset

We pursue zero defects and strive to consistently exceed customer expectations. The unique contribution of each one of us ensures lasting enthusiasm for our products. For this reason, we continuously train our employees to meet growing customer demands.

2. We follow the rules with discipline

Defined standards and requirements form the foundation for controlled processes. Clear guidelines and instructions are essential to achieving the highest quality. Together with our partners on the customer and supplier side, we constantly work toward these goals.

3. Honest communication is the key to a successful company


We address problems openly, factually, and solution-oriented at the right level. Proactively pointing out issues is the first step toward collective solutions, concrete decisions, and continuous improvement.

4. We are all responsible for quality at Innerio

Every employee in the company contributes to the consistent high quality of our products. We are all aware of the impact we have on results and work daily toward achieving our objectives. Clockwork runs precisely only when every single component knows and reliably fulfills its function and responsibility.

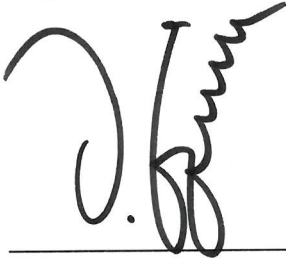
5. Open failure culture

Mistakes can happen anywhere – we do not conceal them but learn from them and integrate the lessons learned into the design of new products and processes.


		Innerio policy		IHP04
Title:	QUALITY POLICY			
Policy Owner:	Quality	Issue / Date:	03/27.01.2026	Page 2 of 2

6. What matters is what will be – we stay curious

Panta Rhei – everything flows! If we stand still, we move backward. With our curiosity, we pursue continuous development and improvement in our daily work.



Andreas Zwerger | CEO



Plant Management | (PM)