

# Quality Policy

## “Simply smart”

Chain IQ’s goal is to transform indirect (non-strategic) procurement costs into strategic company value – *“non-core for you, core for us”*. Our vision is to be recognized as the global leading independent tech-based indirect procurement professional service provider. We are committed to deliver above market value to our clients based on our purchasing power, volume bundling capability and market insights derived from our cross-client service model, the application of latest procurement technology as well as from our global talent pool of experienced category specialists - simply smart.

Our primary commitment is to meet the risk and regulatory requirements in all the markets in which we operate, as well as to meet the objectives and requirements as defined in our client contracts.

We are committed to the application and maintenance of the quality management system corresponding to the requirements of ISO 9001:2015 standard.

Chain IQ aims to improve the effectiveness of the quality management system by:

- Delivering tailored high-quality services based on understanding our client’s business and strategy
- Unlocking important client value derived from latest procurement practices
- Applying latest risk management, sustainability and social responsibility practices strengthening procurement resilience
- Operating a strong quality service delivery framework by assessing the service quality and client satisfaction as well as contractual obligation and operational savings performance
- Ongoing evaluation of the quality framework to align with customer requirements along with ISO 9001:2015 standard

**Marcel Stalder**

Group CEO

Member of Group Executive Board

