

Product Quality and Governance

Product quality and safety are essential to maintaining customer trust and long-term business performance across Storskogen's portfolio.

Operating through a decentralized model, responsibility for product quality lies with each subsidiary and is implemented through operational processes at subsidiary level, supported by group-wide expectations and governance.

Governance

Responsibility for product quality and safety lies with each subsidiary's management team.

At Group level, these matters are integrated into governance and risk management processes, with material issues reported to Group management and, where relevant, to the Board.

Our approach and responsibilities

Subsidiaries ensure that products and services meet applicable quality, safety and regulatory requirements.

In practice, this includes:

Clear ownership of product quality and compliance

Defined processes for quality assurance and control

Compliance with applicable standards and regulations

Integration of quality considerations into operations

Quality assurance and control

In practice, subsidiaries apply a range of measures depending on their operations, including:

Quality management systems and certifications (e.g. ISO standards)

Supplier requirements and controls

Product testing and verification processes

Monitoring of product performance and customer feedback

This ensures that quality and safety are managed in a structured and business-relevant way.



Risk management and incident handling

Product-related risks are managed as part of each company's operational risk processes and are regularly reviewed.

This includes:

Identification of product-related risks

Procedures for handling quality issues and incidents

Corrective actions and continuous improvement

Escalation of material issues

Where relevant, product-related incidents are analysed to identify root causes and prevent recurrence.

Continuous improvement

Storskogen supports subsidiaries in strengthening their approach to product quality through:

Integration into governance and risk management

Alignment with customer and regulatory expectations

Continuous improvement of processes and controls

The ambition is to ensure consistent product quality and safety across the portfolio while supporting long-term value creation.