

Meninx

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## **Meninx Quality Policy**

Zürich-Kloten, 2021, August 18th

Meninx AG and affiliates (Meninx) will consistently provide products and services that meet or exceed the requirements and expectation of its customers (listening behavior), the vision of Meninx in terms of quality and products and services improvements, the security of data and of its infrastructure, the confidentiality of data, and regional and international laws were Semeion is deployed. Meninx will, as main concern, actively pursue ever improving quality through programs that enable each employee to complete her/his work right the first time and every time.

Meninx has for main objectives, zero non-conformity, 100% customer satisfaction, zero customer loss, and zero contract cancellation.

## Jean-Christophe Godinaud

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Jean-Christophe Godinaud, founder, CEO and Chairman of Meninx AG, has formulated this quality policy. This policy is explained and discussed at the general orientation training given to all new hires and has been reviewed with all current employees. All employees are expected to know what the quality policy means to them, as it affects their job or position within Meninx AG and affiliates. This policy is posted in prominent locations throughout the Meninx facility.