



QUALITY POLICY

At Tapojärvi, our goal is to provide services and products that meet our customers' needs and exceed their expectations. We focus on building long-term relationships with our customers and other partners and ensuring that our operations are both sustainable and profitable.

We understand that quality is the foundation of customer satisfaction and business success, and we are dedicated to continuous improvement and innovation. By maintaining high standards of professionalism, adhering to regulatory requirements, and engaging our skilled workforce, we ensure our ability deliver products and services our customers can always rely on.

Through the systematic approach to quality management, we aim to enhance efficiency, reduce risks, and create value for our customers and stakeholders.

Core principles:

- **Commitment to service agreements:** We adhere strictly to service agreements and fulfil customer requirements.
- **Compliance with laws:** We comply with all applicable laws, regulations, and obligations.
- **Professionalism and improvement:** We maintain high standards of professionalism in everything we do and commit to continuous improvement.

Implementation guidelines:

- **Management commitment:** Top management bears responsibility for developing, implementing and maintaining an effective operational system.
- **Target setting:** We establish measurable targets for our operative performance, monitor our progress regularly and take swift action when needed.
- **Risk management:** We identify and manage risks and opportunities to ensure smooth operations and minimize disruptions.
- **Process approach:** We put effort in planning and documenting our procedures to ensure consistency and efficiency of operations.
- **Employee involvement:** We invest in our employees' skills and expertise and leverage their professionalism and knowledge in continuous improvement.

Approved by Management Team

21.2.2024