

QUALITY POLICY

**VALMIERA GLASS
GROUP**

www.valmiera-glass.com



**VALMIERA[®]
GLASS**

QUALITY POLICY

Quality in everything we do is integral to all our daily actions and the foundation of our company and is fully embedded in our purpose and values. It is essential to the success of our business and our long-term sustainability and profitability. Our own quality standards are not intended to replace applicable regulatory requirements, and will always be equal to, or higher than these requirements.

EMPLOYEE SATISFACTION

We value the contribution of every employee. We will always treat employees with dignity and respect, and foster a positive and cooperative workplace in which everyone can learn and grow. We will maintain a safe working environment complying with all statutory, regulatory, corporate, and customer requirements and beyond.

CUSTOMER SATISFACTION

We depend on our customers and we are committed to providing them high-quality products that always meet or exceed their needs. We aim to identify their current and future needs as early as possible. We are well aware that we serve a niche group within our market and that some of our customers have no alternative sources of supply. In doing so, we act responsibly, for the benefit of all stakeholders. We will encourage continuous feedback from consumers regarding the performance of our products and will utilize their input as a means of improving our product quality.

LEADERSHIP COMPETENCE

The Company's management team is committed to live leadership culture and bearing responsibility for creating, implementing and maintaining the quality management system. We undertake to ensure sufficient resources are made available within the Company to achieve this. We further undertake to ensure through communication, engagement, practical example and training that quality is the aim of all members of the organization. With effective leadership and support, every employee will have a proper understanding of the importance of the quality system, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Company. Every employee is responsible for, and will be fully trained to perform the duties required by his or her specific role.

CONTINUOUS IMPROVEMENT

We see it as a duty to continuously challenging ourselves to improve the quality management system to guarantee product safety, prevent quality incidents and eliminate defects through the review of quality objectives and results.

ZERO-ERROR PHILOSOPHY

To us, problems and errors identified are opportunities to innovate and improve. It is the right and the duty of every employee to recognize mistakes and help to put them right, producing flawless quality whilst avoiding or minimizing the impact on the environment. Avoiding errors must be prioritized over identifying errors.

ENVIRONMENTAL PROTECTION

We are aware that the production of glass is associated with a large consumption of resources, especially burning of fossil energies and the emission of CO₂. The technologies we use to manufacture and process glass are state-of-the-art, but this does not mean that we are satisfied with it. We commit ourselves to work actively on improving our technology and to produce CO₂ neutrally in the foreseeable future.

SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

As a large employer in region of low level of industrial development, we bear huge social responsibility for this region. We are therefore pleased to be involved in the public debate, for the benefit of everybody.

In particular, we support projects working with children, promoting general and vocational training and support culture in our region.

At its core, quality is first and foremost about trust in our products, our services and in our company. But quality is also more than this. It is about delivering what we promise in everything we do. Each and every one of us has the power to influence quality and trust through our leadership, dedication and passion.

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