



QUALITY POLICY

HKSCAN

1 SCOPE AND OBJECTIVES OF THE POLICY

Quality creates the basis for HKScan's trustworthy and sustainable business. This Quality Policy of the HKScan Group identifies the quality management principles and also regulations, rules and reference documents, which shall always be followed in the Group. The Quality Policy shall be respected within the whole HKScan Group and it applies to the whole supply chain of our products and processes.

2 QUALITY AS A PART OF THE HKSCAN STRATEGY

The high quality of products and processes is a strategically important focus area for HKScan and it is integrated into the management model of the Group. The quality objectives are derived from Group's strategy and aligned with business targets.

HKScan products and processes are designed to create customer and consumer satisfaction by:

- fulfilling our brand promises and
- meeting our stakeholder's needs and expectations.

Implementation of this quality policy, and fulfillment of the targets derived from it, is done by well-defined business processes generating pre-determined outputs and by a competent and committed personnel and management.

3 MANAGING PROCESS QUALITY

Quality is integrated into each process: customer demands and expectations are identified, transformed into proper product and process specifications and production processes operate consistently.

Additionally, quality controls are set and implemented to support pre-defined product quality and to ensure that quality is not compromised at any stage of the value chain.

Continuous improvement is an essential part of efficient and high-quality operation. Culture for continuous improvement is promoted by systematic process development, appropriate data analysis, methods and tools, as well as the habit of fact-based decision making.

4 LEADING PEOPLE

High-quality processes and products are both carried out by competent and committed personnel. Competence and commitment are achieved by professional and fair leadership and proper training.

Roles and responsibilities are clearly defined, as well as targets communicated. Everybody working at HKScan is responsible for his/her own work and for following and complying with defined work and quality

procedures. One of the fundamental principles for high-quality processes and products is that no one forwards faulty or incorrect material, product or information to the next process phase.

Management is committed to high-quality performance and promotes to create such company culture. This is achieved by systematic management practices, ensuring that quality targets are set based on strategic and business goals. These shall be also regularly monitored. Management is responsible for planning and resourcing operations so that the agreed quality is achieved in all processes.

Quality management and leadership are enabled by close collaboration and transparent communication with HKScan personnel, customers, suppliers and other stakeholders.

5 SUPPLEMENTING GUIDELINES AND INSTRUCTIONS OF THE QUALITY POLICY

Guidelines and instructions under this Policy may be given separately.