

## ISKU QUALITY POLICY

Our business is based on designing and manufacturing products and providing comprehensive service solutions in a cost-effective manner, based on the "get it right the first time" principle. We achieve high ISKU quality through good overall service, efficient product design, careful selection of materials and components, and highly skilled manufacturing.

Our quality includes the timely delivery of products that have been tested for safety and found to be of high quality. Our approach is based on continuous improvement. This requires creativity and the development of and search for new technical solutions and ways of working. Our quality is maintained through a certified quality system (ISO 9001:2015) and principles of Lean.

We set annual quality targets for our operations and measure our progress. We develop our competence to achieve our quality targets. One of our key quality indicators is customer satisfaction (NPS). To ensure the success of our customers and to meet their expectations, we actively monitor customer satisfaction and future customer needs. We develop our activities based on the feedback we receive.

Every ISKU employee is responsible for quality and is obliged to comply with ISKU's quality policy. Everyone has a responsibility to stop the progression of errors in our business. We do not consider any quality deviations as acceptable, but always try to find the root cause for any deviation. To ensure our competitiveness, we continuously develop our products and services in cooperation with the best partners in the industry, our personnel and customers. We regularly audit our partners' operations and monitor compliance with our quality principles.

ISKU's quality policy applies to all business units of the Isku Group (Isku Interior Oy, Isku Koti Oy, Isku-Yhtymä Oy and Isku Invest Oy).

Lahti, 11 March 2024



Seppo Vikström  
Chair of the Board of Directors  
Isku-Yhtymä Oy



Mikko Hämäläinen  
CEO of Isku Group