



QUALITY AND ENVIRONMENTAL POLICY

OBJECTIVES:

- Manufacture only high-quality products that meet the company's approved and global quality standards, ensuring maximum satisfaction of both local and international clients.
- Increase sales volumes in existing markets and promote new brands in the Baltic and other markets.
- Meet customer needs by providing excellent customer service, high product quality, and timely, reliable, and customer-oriented technical and sales consultations.
- Identify market needs and, based on this, influence the innovation of our products and the implementation of new marketing concepts to achieve technological and sales dominance in the market.
- Comply with and implement the latest sustainability requirements to influence the company's economic development, social progress, and environmental protection.

STRATEGIC TASKS AND DIRECTIONS:

- Continuously improve the quality standard according to LST EN ISO 9001 and the environmental management system according to LST EN ISO 14001 requirements, promoting teamwork and the creative process to retain company employees.
- Analyze global market customer needs, participate in international exhibitions when possible, monitor global market changes, and deliver high-quality products to customers on time.
- Develop preventive measures based on analyzed and corrected discrepancies and modernize outdated action plans.
- Continuously improve production technology and implement technical innovations, develop the organization's infrastructure with a focus on environmental protection, and strictly implement production waste collection, pollution reduction, and management programs.
- Comply with the requirements of the Corporate Sustainability Reporting Directive (CSRD).
- Continuously invest in human resources and reasonably motivate employees to perform their direct duties.

MANAGEMENT COMMITMENT:

- Seek opportunities to develop, improve, and modernize conditions for employees to work safely, efficiently, and productively, ensuring safe working conditions, social guarantees, and a cooperative and understanding work atmosphere.
- Recognize employees' achievements, creative initiatives, and encourage them to achieve higher results by improving their salary systems and covering their qualification improvement costs.
- Provide conditions for the implementation of ideas and proposals after evaluation.



- Review the quality policy annually to modernize the company.
- Comply with legal and regulatory requirements undertaken by the company.
- Adhere to all applicable laws, standards, and regulations and inform clients and suppliers about them. Continuously strive to reduce energy and resource consumption by involving company employees in this process.
- Reduce the risk of potential emergency situations and manage generated waste in accordance with environmental legal and stakeholder requirements.
- Implement new systems, processes, and management structures to meet the requirements of the Corporate Sustainability Reporting Directive (CSRD).
- Conduct a dual materiality assessment, covering the company's impact on the environment and society, and evaluating the impact of sustainability aspects on the company.
- Ensure compliance with all applicable requirements through regular internal audits and independent external audits.
- Implement, maintain, and continuously improve objectives and policies to keep them relevant and appropriate.

The quality and environmental policies are publicly available to all employees and can be downloaded electronically at any time. Company employees are informed and familiarized with the company's quality and environmental policies.

The quality and environmental policies are also published on the company's official website, making them accessible to all interested parties and individuals.

General Director Dimitri Ignatov 2025 01 08