

Quality, health, safety and the environment are implemented in all our decisions and actions with Top Management engagement.

We manage our activities in a manner that meets or exceeds all applicable legal and statutory requirements, as well as industry guidance. Establishing of relevant operational procedures and ensuring compliance with these procedures, by means of audits and inspections and by providing resources for their regular review and updating. Continuous improvement and setting industry best practice is our goal.

Top Management make an active effort to ensure a good and safe working environment in the whole organization. We take responsibility for our own and others' safety and security and we are committed to ensure the prevention of human injury, illness or loss of life. It is our policy that people, in any capacity, shall be able to execute their work correctly under safe and healthy conditions.

We strive:

- to ensure that our customers are satisfied and to provide advice on appropriate use of our products
- to motivate, educate and involve our employees in the work of quality, health, safety and environment
- to promote a healthy and safe working environment inside and outside the organization
- to continuously minimize resource consumption and environmental impacts
- to set targets, evaluate results and continuously improve these, full employee involvement and be among the best in the industry
- to ensure compliance with legislation and apply recognized norms and standards
- to communicate transparent about targets and results relating to quality, health, safety and the environment.

We aim to:

- **Delivery on time.** Our customers can rely on us and our products are "Zero errors" with delivery on time, which are our main measurement parameters. Our aim is 100% on-time delivery.
- **Zero errors.** Development work aims to create products that meet customer expectations in the right way and are manufactured according to the "zero errors" principle. The "zero error" principle is integrated into purchasing, production, distribution and service. The principle must be verifiable. A complaint processing time of a maximum of 15 working days realized through a systematic work with FMEA in both development and operation phases.
- **Customer Satisfaction.** We conduct an annual customer satisfaction survey to assess how our customers perceive the quality of products and services provided and as a factor for continuous improvement of the organization. The goal is that minimum 80% of our customers participate in the survey.
- **Zero accidents at work.** We do not accept accidents and zero accidents will always be our ambition. We avoid accidents through prevention measures, training and by taking responsibility for our employees. We strongly encourage our employees to use reporting system for near misses in order to ensure zero accidents.

- **We will constantly improve our ergonomic conditions**, especially within these areas:
 - Training in handling and lifting of weights
 - Adjustable workplaces
 - Optimization of lighting conditions
 - Rotation of tasks to avoid repetitive work
 - Thorough ergonomic training for all employees
- **Waste management.** We aim to minimize waste from production facilities and recycle as much as possible in cooperation with our classified waste recipients and by education and informing our employees in waste matters.
- **Substitution of Chemicals.** Our products contain a number of chemical substances. We impose requirements on the supplier for the transmission of REACH and RoHS compliance where applicable, and we are in a constant dialogue with authorities and clients. Our aim is to replace at least two chemicals per year.

To ensure, that all processes are always up to date and at the right level, Eltwin operates according to three basic principles: subsidiarity, continuous improvement and timeliness with the commitment of management and all employees.