

# VATUPASSI

## Quality Policy

The aim of the company is to help and solve the equipment-related challenges and needs of their customers. For this purpose, the company is providing customers with tool and equipment rental services as well as support services and product sales.

We are a client-oriented company. Our services and products must meet the customer's requirements about quality, technology, delivery time and implementation. In order to meet these requirements, our operations are precautionary, in a way that the requirements of each customer are taken into account already at the delivery stage of a product. With forward planning, we can ensure that the quality of our operations and services meets the expectations of the customer as well as any mutual agreements. Our aim is to continuously improve the quality of our products and services, based on the customer feedback.

Our operating principles regarding quality are as follows:

1. We are committed to operating in accordance with our quality system and to the continuous improvement of the quality management system.
2. We demand quality policies from our subcontractors, or for them to commit to the fundamentals of our quality policy.
3. We demand quality policies from our suppliers.
4. We are committed to the ongoing training of our staff and to improving their professional skills.
5. Our products meet the quality requirements set by our customers.
6. Our services meet the quality requirements set by our customers.
7. Our staff is committed to the continuous development and improvement of the quality of our services.
8. We are a reliable partner.

The principles of the quality policy can be found on the company's website.

To ensure the implementation of quality, the company has adopted a quality management system that meets the requirements of the standard SFS ISO 9001:2015.

Every employee of the company is responsible for the quality of their own work. Every employee is obliged to report any operational errors and non-compliances that they notice.

The customer will receive high-quality, responsible, reliable and flexible expert service from our staff.

A representative appointed by the company management will be responsible for the maintenance and development of the quality management system. They will also be responsible for the internal audits of the quality management system.

Disagreements related to quality matters will be resolved by the CEO of the company.