

Operating Manual Policy

QUALITY POLICY

The quality policy is based on the mission and values of Steinull and is established in the company's strategy.

The quality policy of Steinull is to be a role model in quality management by ensuring that its products and services fulfill the company's stringent quality requirements and thereby meet the expectations and needs of its customers. The focus is on employee quality awareness and employees' active participation in continuous improvements.

Steinull is a responsible entity in the community and complies with all laws and regulations that apply to its operation.

Steinull aims to achieve exemplary performance in quality management and strives to achieve quality objectives through its decisions and daily operations.

QUALITY OBJECTIVES

Steinull is determined to work actively and in an organised manner toward achieving quality objectives by:

- Fulfilling commitments that apply to the quality of production and services. This includes meeting the standards and requirements made to the products of the company.
- Providing its customers with reliable and professional advice on the solution of projects and providing them with the best possible services at any given time, in product deliveries, product information and services and responses to enquiries.
- Continuously developing the products of the company in accordance with requests made by customers to help them to fulfil market and regulatory requirements regarding heat, sound and fire insulation.
- Operating a quality management system describing responsibilities and monitoring procedures for the most important aspects of the operation.
- Engaging in dynamic service and informative work regarding the operation and products of the company.
- Defining and recording methods and knowledge through the creation of a manual for the purpose of formulating procedures and facilitating the transmission of knowledge.
- Maintaining production equipment by means of strong monitoring and maintenance procedures.
- Developing production processes and renewing production and packaging equipment using quality and profitability goals as guiding lights.
- Establishing, on a regular basis, quality objectives based on its value, overall strategy, and the quality policy of Steinull.
- Fulfilling all legal requirements and other requirements relating to quality issues.
- Providing employees with exemplary working conditions and encouragement to develop their skills.
- Continuously improving on performance in quality matters based on the results of monitoring and measurements together with regular examinations and inspections of the quality management system of Steinull.

The quality policy of Steinull applies to all Steinull operations and its employees and requires all its contractors to comply with it.

Sauðarkrókur,
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Managing Director

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