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## QUALITY POLICY

Effective management is essential for reasonable operation of the business. This means, in particular, that the company's employees must be aware of their tasks and that their actions (inactions) must not become an obstacle to other workers' performance on their specific tasks in the timely and high-quality manner.

The following key points shall be considered as priority:

- **the organizational structure and management**
- **the effective exchange of information, both internally and externally**
- **the fixation of employees' official duties, authorizations, and responsibilities, and the control over the performance**
- **continuous training of employees, and the upgrading of skills and experience**
- **the flexibility of the organization and the continuous development and improvement.**

The management of Arras Construction Furniture OÜ (hereinafter referred to as ACF) has acknowledged the significance of understanding the current and future needs of its customers and other stakeholders. This includes the consideration with the needs and expectations of both employees and customers, owners, society and other interest group, and the compliance with the requirements of the relevant acts in their activities. To achieve and increase the satisfaction of the stakeholders, the company continuously strives to improve its processes and products, to obtain the feedback to take it into account and meet the requirements of customers and other stakeholders as well as possible.

Our main principles for customer satisfaction assurance are the following:

- **good delivery reliability**
- **flexible pricing policy**
- **extensive experience in the production of accessories, and the continuous development of knowledge in the corresponding field**
- **high quality of the products**
- **ensuring a constantly evolving and growing product range to enable the client to consolidate suppliers.**

The following principles help us in achieving the principles mentioned above.

To ensure a flexible pricing policy for ACF's products and services, to provide the best cost and quality ratio, and to ensure the security of supply, we have implemented and adhere to an ISO 9001 compliant Quality Management System (hereinafter referred to as QMS), which means that our key processes are well defined, and we are constantly looking for ways to improve the company's internal processes and QMS. The company's QMS is based on the ISO 9001:2015 quality management

standard, however, the company's experience and the interests of its customers is adhered. The implementation of the QMS will help to ensure that the requirements and needs of customers and other stakeholders are considered and met, and that internal work of the company is efficient. ACF is continuously developing its management system, processes, infrastructure, and personnel. Employees are motivated to learn, and their skills and awareness are systematically developed through a training process.

It is the responsibility of **employees** to comply with the requirements of the integrated management system, the approved operating methods and instructions, and to act in accordance with legal and other requirements. **Every employee has the right** to initiate improvement actions to improve the system or the performance. A more detailed description of the authorizations and responsibilities are set out in the job descriptions and rules of work organization, and in the regulatory procedures and instructions of the given area.

Specific quality-related activities (operational guidance, project management, planning and organization of implementation, etc.) are the responsibility of the personnel in the relevant areas of competence.



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