

Quality (Q) Policy

This Policy is approved by the Telko Management Team on 17th January 2022. The Head of HSEQ is responsible for the evaluation of this Policy on an annual basis.

PURPOSE

The purpose of this document is to harmonise and clarify quality principles within Telko Group and to ensure that we operate following good quality practises.

SCOPE

This policy concerns every Telko employee in all work related tasks.

PRINCIPLES

Telko's mission is to bridge Industrial customers and principals in a sustainable way. We are primarily an expert organization, which has the ability to create value to customers and principals. Our business is based on sustainable partnerships by creating solutions together with our partners.

The basis for our operations lies in our values; we believe in success by people, partnership, responsibility and continuous development. We apply our values both in our internal processes and to provide value to our customers.

We aim to be a preferred partner for customers and principals in demanding solutions.

At Telko Group we are committed to

- Supply and produce high quality products and good service in a safe and responsible manner.
- Understand the needs and expectations of customers, principals and partners and offer the right solutions for them.
- Achieve and maintain customer satisfaction.

- Report and investigate deviations/quality incidents and develop our performance proactively by continuous improvements.
- Ensure our partners and suppliers fulfil our quality requirements.
- Comply with relevant laws and regulations as well as internal requirements.
- Develop personnel's competence
- Ensure every employee understands that we are all responsible for the quality of our work.
- Continually improve our Quality Management System to enhance quality performance.

This policy will be communicated to all employees working for or on our behalf. Employees are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.