

QUALITY POLICY

TROAX GROUP



OUR COMMITMENT

At Troax Group, we strive to deliver products of the highest quality and to run efficient processes that meet or exceed customer expectations. Quality is a cornerstone of our operations and is crucial for protecting people and assets through our safety solutions. By maintaining a strong culture of quality, we demonstrate our commitment to product quality, process quality, and customer satisfaction.

OUR PRINCIPLES

Troax Group and its subsidiaries are committed to managing quality with a focus on continuous improvement, involvement, and responsibility. Our principles include:

CUSTOMER FOCUS

We prioritize the needs of our customers and seek to exceed their expectations by delivering consistently high quality and acting quickly on feedback.

LEADERSHIP

Our leaders at all levels create a culture of quality by setting a clear direction and ensuring that the necessary resources and support are in place to achieve quality objectives.

EMPLOYEE ENGAGEMENT

All employees are involved in and empowered for quality work, as each individual's contribution is essential for achieving our quality goals.

PROCESS APPROACH

We manage and improve our business as a series of interconnected processes to achieve efficient and consistent results with minimal errors.

IMPROVEMENT

We are committed to continuous improvement by regularly setting and reviewing quality objectives to enhance our performance and adaptability.

SCOPE

This policy applies to all companies and employees within the Troax Group and its subsidiaries, in all regions where we operate. It covers any situation in which our activities, products, and services can affect quality and customer satisfaction.

OUR PROMISE

Troax Group and its subsidiaries commit to following this Quality Policy by:

- Complying with all relevant applicable requirements, including customer requirements, laws, regulations, and standards.
- Setting clear quality objectives and regularly evaluating our performance against those objectives.
- Ensuring that all employees have adequate training and resources to maintain quality standards, while fostering a culture of quality awareness and accountability.
- Striving for continuous improvement of our products and processes based on feedback and data.
- Working closely with our customers and suppliers to ensure that quality requirements are understood and met throughout the value chain.

GOALS

- Reduce customer complaints related to product quality by 30% by 2028 compared to 2024.
- Maintain zero major product recalls or critical quality incidents annually through 2030, using 2024 as the starting benchmark.

RESPONSIBILITIES

CORPORATE MANAGEMENT

Responsible for establishing, implementing, and maintaining this Quality Policy, ensuring it is communicated and understood throughout the organization, and allocating sufficient resources for quality efforts.

MANAGERS AND LEADERS

Monitor and report on quality performance and compliance with quality standards, and drive quality improvement initiatives at the local level.

EMPLOYEES

Responsible for following quality procedures, reporting deviations and suggesting improvements.

DEVELOPMENT AND PROGRESS

We commit to regularly reviewing and updating our Quality Policy to reflect changes in industry standards, technology, customer requirements, and the strategic direction of Troax Group. We will measure policy compliance through feedback, quality audits, and monitoring our quality objectives, and openly communicate our progress.

ACTION PLAN

To effectively implement this policy, Troax Group and its subsidiaries will:

- Distribute this policy to all employees and include it in the introduction training for new hires.
- Conduct regular quality training and awareness programs for all employees.
- Perform regular quality audits and risk assessments to identify areas for improvement and adjust our quality processes.
- Provide resources and support to ensure everyone can follow the policy and meet our quality requirements.
- Identify opportunities for improvement and implement corrective actions as needed.

DIALOGUE AND FEEDBACK

Troax Group encourages open dialogue and values feedback from employees, customers, and other stakeholders on how we can improve our quality efforts. Questions, suggestions, or concerns can be directed to an immediate manager or the Quality Department.

Martin Nyström, CEO



TROAX GROUP