

## MAFI GROUP QUALITY POLICY

### 1. PURPOSE

MAFI Group AB and its subsidiaries ("MAFI" or the "Group") strive to develop and deliver quality products that meet or exceed demanding customers' expectations. Our products shall fulfil the ISO 9001 and EN 1090 standards.

### 2. OBJECTIVE

The goal of MAFI's quality work is satisfied customers and MAFI shall be associated with high quality in terms of products and customer service.

### 3. SCOPE

The Policy applies to all personnel (employees and contractors) at MAFI and all personnel within the Group shall take responsibility and have the possibility to take initiatives to improve our quality work.

### 4. ADHERENCE

This Policy shall be adhered to by all personnel at MAFI.

### 5. THE POLICY

Management shall set clear quality objectives that are communicated, followed up and revised regularly by the quality committee and the management team. As an aid in the quality work, MAFI uses the international quality standard ISO 9001 and EN 1090 in Europe.

Deviations shall immediately be reported and handled in MAFI's operating system to improve and maintain a high level of consistent quality.

MAFI always work to meet customer needs and expectations, and we obtain customer satisfaction by:

- Getting it right from the start.
- Having a high degree of reliability.
- Complaints are dealt with positively and without delay.
- As a minimum, we will comply with the laws, regulations, and other requirements applicable to the business.
- Working with continuous improvements.
- Provide safe, time-saving, easy-to- use and cost efficient products.
- Meet or exceed customer needs and deliver what we promise.



All Manager's and the Group CEO are responsible for ensuring that personnel is informed of what the policy entails and shall give personnel the opportunity to comply with it. They should also aim to make personnel feel responsible and work for preventive quality work. Personnel shall be encouraged to contribute with creative solutions in the quality area. The ultimate responsibility lies with the Board and the Global Management Team.



## 6. POLICY SIGN-OFF AND OWNERSHIP DETAILS

Document name: MAFI Group Quality Policy

Version Number: 3

Approved by: Group CEO

Date Approved: 2021-06-28

Reviewed by: The global management group.

Date for Review: 2021-06-28

Policy owner: Group CEO

Document Location: MAFI operating system and website

Related Policies/Procedures: MAFI Group Code of Conduct

## 7. REVISION HISTORY

Version	Date	Revision description/Summary of changes	Owner
V.3	2021-06-28	Policy revised and updated structure according to new template	Group CEO