

Owner: CEO	Approved by: The Board	Approval date: 2018-01-26	Renewal: Yearly
Type of document: Group Policy	Classification: Public	Refers to: All employees and business partners	Replaces: N/A

Quality and environmental policy



Owner: CEO	Approved by: The Board	Approval date: 2018-01-26	Renewal: Yearly
Type of document: Group Policy	Classification: Public	Refers to: All employees and business partners	Replaces: N/A

Quality and environmental policy

Ahlsell's activities must generate added value for our customers, suppliers, and for ourselves, as well as contribute to sustainable social development.

Our policy for quality and the environment constitutes a framework for setting goals relating to quality and the environment, and for systematically improving our processes and products.

Quality and the environment comprise an obvious element of our entire business

This means that:

- legal requirements are minimum requirements;
- Ahlsell's efforts relating to quality and the environment are strategic and systematic, characterised by responsibility, transparency, and simplicity;
- we actively work to reduce the environmental impact of our activities, with an emphasis on products, transport, energy use, and waste;
- we will strive to systematically increase the value of our products and processes, with an emphasis on the benefit to our customers, productivity, sustainability, and profitable growth; and
- our corporate systems meet the requirements of ISO standards 14001 and 9001.

Ahlsell's policies, guidelines, instructions, and business manual *Den blå tråden* outline how the business is managed, how its targets are determined, and how it is monitored.

The expectations of every stakeholder are taken into account in issues relating to quality and the environment

This means that:

- we keep our promises and are an exemplary partner that evolves alongside our stakeholders;
- dialogue with our customers, suppliers, and other partners is a source of innovation and improvement;
- we have the right skills to fulfil our obligations in relation to our stakeholders; and
- our employees are familiar with the positive effects of our efforts relating to quality and the environment, and actively contribute to achieving the company's goals.

We will systematically improve our performance in relation to quality and the environment throughout the value chain

This means that:

- Ahlsell's employees are the company's most important resource, and so we maintain a good work environment and strong employee engagement;
- we regularly evaluate and improve our processes and products with a view to improving customer satisfaction, profitability, the environment, health, and safety;
- we record and manage non-compliance and undesired incidents to develop preventative measures; and
- we actively communicate issues relating to quality and the environment externally and internally.