

# MARTELA QUALITY POLICY

Approved by Martela's Group Management Team on 26<sup>th</sup> January 2020



Martela

"We are the responsible partner for inspiring and complete workspace solutions. We help our customers to specify, plan, implement and maintain their working environments as the way of working is changing. Our inspiring solutions help to improve the quality of working life, strengthen customers' brands and efficiency. We focus on direct customer and specifier relationships."

Our values describe what Martela is and what our operations are based on. Martela values are:

- Together
- Boldly
- Listening
- Caring

Respect and trust for one another are at the heart of our culture. Diversity and learning from one another are our strengths. Together we will succeed and make it happen.

Visionary thinking has always driven us forward. It inspires us to be curious and innovative. We are the forerunner in creating better working and learning environments.

Listening is the key to understanding our customers' needs. Our solutions are built on data and customer insights. This is how we make the difference and create a world-class customer experience.

We are committed to sustainability in everything we do. Our solutions support ecological choices and the circular economy. Together we will create a brighter future.

We respect our environment and our roots. In all our operations we consider the environmental impacts that we can influence. This attitude is common to our owners, our committed employees and our business partners.

Martela has an uncompromising attitude towards the quality of work, products and services. In all our operations we comply with legislation and official regulations and we uphold the standards to which we are committed. By providing genuine, well-considered and fully-tested solutions, we create lasting customer relationships that also stand us in good stead in international competition.

The Quality policy supports our work and our mission – Better Working.

## Martela Group

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| phone    | +358 (0)10 345 50                                    |
| fax      | +358 (0)10 345 5744                                  |
| address  | Takkatie 1, Box 44, FI-00371 HELSINKI                |
| internet | <a href="http://www.martela.com">www.martela.com</a> |