

MARTELA QUALITY POLICY

Approved by Martela's Group Management Team on 10 March 2023



Martela is a responsible partner for creating user-centric workplaces and functional solutions for working environments. Our product and service offering covers the entire life cycle of the furnishing of workplaces, from specifying needs to planning, implementing, maintaining and optimisation during use. The comprehensive service covering all stages takes into account aspects of the circular economy and helps to keep the premises flexible, in line with needs and cost-effective. The working environments created by Martela will remain fresh and functional long into the future, increasing the joy of work, comfort, wellbeing and productivity. Our goal is to offer the quality and service that best suits customer needs, taking into account responsibility aspects.

We value our environment and our roots. We take care of the environment within our sphere of influence in all our activities. This way of thinking is shared by the owners, committed personnel and our partners. Our 'We support our customers' business with the help of Martela Lifecycle solutions' strategy combines furniture intended for commercial use and related services into a seamless whole. Martela's high-quality and timeless design enables a long life cycle for products. The furniture selection is constantly optimised to support multi-location work.

According to our values, 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. Listening is the key to understanding our customers' needs. Our solutions are built on data and customer insights. This is how we make a difference and create a world-class customer experience. We are committed to sustainability in everything we do and our solutions support ecological choices and the circular economy. Together we will create a brighter future.

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.

Martela's quality goals are:

- fulfilling customer promises
- competitive products and services
- efficient product and service production
- systematic risks and opportunities management
- continuous evaluation and improvement of operations

The Quality policy supports our work and our vision – We create the best places to work