

## QUALITY POLICY

Effective management is important for a reasonable operation of the company. This means, in particular, that the company's employees must know their duties, and their actions (inaction) must not hinder other workers' performance on their specific tasks in a timely manner and with high quality.

The following key points shall be considered as priority:

- **the organizational structure and management;**
- **the effective exchange of information, both internally and externally;**
- **the fixation of employees' official duties, authorizations and responsibilities, and the control over the performance;**
- **continuous training of employees, and the upgrading of skills and experience;**
- **the flexibility of the organization and the continuous development and improvement.**

Arras Construction Furniture LLC's (hereinafter referred to as the ACF) management is conscious about the significance of understanding the current and future needs of their clients and other parties. This includes the consideration with the needs and expectations of both employees and customers, owners, society and other interest group, and the compliance with the requirements of the relevant acts in their activities. To achieve and increase the satisfaction of the interested parties, the company seeks continually to develop its processes and products, receive feedback, and take into account and meet the demands of customers and other parties as well as possible.

Our main principles for customer satisfaction assurance are the following:

- **good supply;**
- **flexible pricing policy;**
- **great experience in the production of accessories, and the continuous development of knowledge in the corresponding field;**
- **high quality of the products.**

The following principles help us in achieving the above mentioned principles.

To ensure the flexible pricing policy for ACF's products and services, to provide the best price and quality ratio, and to ensure the security of supply, we have introduced and followed the ISO 9001 compliant Quality Management Software System (hereinafter referred to as QMS), which means that our essential processes are exactly as described, and we continually look for opportunities to improve the company's internal processes and the QMS. Company's QMS is built on the ISO 9001: 2008 Quality management standard, however, the company's existing experience the experience of customers have also been taken into account. Implementing the QMS will help to ensure the consideration with customers' and other interested parties' needs, their implementation and effectiveness in the internal work of the organisation.



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ACF is continuously developing its management system, processes, infrastructure, and personnel. Employees are motivated to learn, and their skills and knowledge are developed through systematic training process.

In their work and activities, the **employees'** responsibility is to follow the requirements and approved instructions arising from the valid management system, and act in accordance with legal and other requirements. **Every employee has the right** to initiate improvement activities to improve the system or execution. A more detailed description of the authorizations and responsibilities are set out in the job descriptions and internal work procedure rules, and in the regulatory procedures and instructions of the given area.

Employees of the respective area of activities are responsible for the specific quality-related activities (operational control, project management, planning and organizing the execution, etc.) in their area of competence.

A handwritten signature in blue ink, appearing to read "Metsoja".

**Mario Metsoja**  
Product Manager  
Acting Quality Manager

Date: **01 December 2011**