

QUALITY POLICY

1. OUR CUSTOMERS CAN RELY ON US

Loval Oy is committed to providing thermal and electrical products and solutions that meet customer requirements, applicable legislation, and other binding obligations. To us, quality means understanding our customers' needs, keeping our promises, and delivering safe, reliable, and compliant products.

We continuously improve our Quality Management System and set measurable objectives to enhance customer satisfaction, delivery performance, process efficiency, and business competitiveness.

2. THIS APPLIES TO ALL OF US

This Quality Policy applies to our entire organization and to all our activities, products, and services. The policy applies to all employees and management. We also expect suppliers, subcontractors, and other key business partners to comply with the principles of this policy to the extent that their activities affect the quality of our products, services, or supply chain.

3. MANAGEMENT SETS THE DIRECTION – EVERYONE PLAYS A PART

Senior management approves the Quality Policy and ensures that quality management has clear objectives, adequate resources, and the necessary competence. Management and supervisors are responsible for implementing the policy within their areas of responsibility and ensuring that quality is considered in decision-making and daily operations.

Every employee is responsible for the quality of their own work, follows established procedures, and contributes to continuous improvement through observations, feedback, and improvement suggestions.

4. WE IDENTIFY AND MANAGE RISKS AND OPPORTUNITIES

We identify and assess risks and opportunities related to our products, processes, and customer satisfaction as part of our daily operations. Risks and opportunities are also evaluated whenever changes occur in our products or operations.

For identified risks and opportunities, appropriate control and improvement actions, assigned responsibilities, and implementation schedules are defined, and their progress is monitored regularly.

Through effective risk and opportunity management, we prevent nonconformities, improve delivery performance, ensure product safety and compliance, and create conditions for the continuous improvement of our operations.

5. WE BUILD QUALITY INTO OUR PROCESSES AND PRODUCTS

Quality is achieved through professional design, competent personnel, controlled processes, and systematic quality assurance. We consider product safety, reliability, and compliance throughout the entire product lifecycle, from design and manufacturing to testing, delivery, and after-sales activities.

Our goal is to do things right the first time and to proactively prevent errors at every stage of our processes.

6. WE LEARN FROM NONCONFORMITIES AND PREVENT REOCCURRENCE

Nonconformities, customer complaints, quality observations, and other improvement opportunities are handled systematically. We identify root causes, implement necessary corrective actions, and monitor their effectiveness.

Our objective is continuous learning and the development of our practices to prevent similar issues from recurring.

7. WE INDUCT, TRAIN AND ENGAGE OUR PEOPLE

Through induction, training, and documented procedures, we ensure that every employee understands the quality requirements, responsibilities, and applicable procedures related to their work. We maintain and develop employee competence to ensure that quality practices are consistently applied throughout all stages of our operations.

We encourage employees to contribute to quality improvement through observations, initiatives, and improvement suggestions. Quality is a shared responsibility that requires cooperation, open communication, and commitment at all levels of the organization.

8. WE EXPECT QUALITY FROM OUR PARTNERS AS WELL

Suppliers and other business partners are an important part of the quality of our products and services. We require our partners to comply with applicable requirements and to demonstrate the capability to provide quality products and services.

We evaluate supplier performance using appropriate methods and develop cooperation to support quality, delivery performance, and continuous improvement.

9. WE SET GOALS AND CONTINUALLY IMPROVE

We continuously improve the effectiveness and performance of our Quality Management System. We establish annual quality objectives that are specific, measurable, and time-bound, define responsibilities, and monitor achievement using agreed performance indicators.

The results are used in operational planning, management reviews, and the identification of continuous improvement actions. Our quality objectives support the company's strategic direction and long-term business success.

10. WE KEEP THE POLICY UP-TO-DATE AND ACCESSIBLE

The Quality Policy is approved by top management. Approval is documented as part of the management system, and the policy is published in the IMS system, is included in employee induction, and is available to other interested parties.

The policy is reviewed at least annually and whenever significant changes occur in our operations or operating environment. The implementation of the policy is evaluated through performance monitoring, internal audits, and management reviews.

Quality Manager is the owner of this policy and is responsible for maintaining its relevance, ensuring it remains up to date, and preparing it for management approval.

In Loviisa 15.6.2026



Thomas Stendahl
Managing Director