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The Höganäs Quality Policy

The Höganäs brand means exceptional quality; our customers rely on Höganäs. This trust is highly valued and managed with respect.

Our success is created by our people and Höganäs' common values. Our management provides opportunities to carry out our work and develop our products with quality as a priority. Our leadership provides the environment for all people to continuously develop themselves and improve their work methods to create greater value for our customers.

We consider that every product, every delivery and every customer interaction creates and sustains trust and that we all have the opportunity to make a positive difference through our expertise and commitment.

Our work is based on the following principles:

- **We focus on our customers' success:** our employees understand our customers' needs and strive to meet their existing and future expectations for product and service quality. By continually delivering products of the right quality at the right time, we create long-term relationships with our customers.
- **We are accountable:** we set high standards for ourselves, our suppliers, customers and other partners. Through cooperation and commitment, we actively maintain high quality standards and find beneficial solutions for all stakeholders
- **We improve ourselves constantly:** we challenge ourselves to find new opportunities for continuous improvements to strengthen our competitiveness. Höganäs' Overriding Quality Objectives supports and direct us in this work.
- **We are competent and professional:** our expertise and conduct engender trust and form a creative environment where people can develop. This enables us to create innovative ways to grow, together with our customers and other stakeholders.

We encourage all our stakeholders to have high expectations of our organisation. Together, we create quality.