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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, Höganäs' common values and performance behaviors. Our management provides opportunities to carry out our work and develop our products with safety and quality as main priorities. Our leadership provides the environment for all people to continuously develop themselves and improve their work methods to create greater value for our customers and to fulfill the strategic direction – being #1 sustainable metal powder supplier.

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

We work with the management system as base for business and it is adapted and improved to match our needs.

Our work is based on the following principles:

- **We focus on our customers' success:** our employees understand our customers' needs. By continually delivering products and service 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, comply to customer, statutory and regulatory requirements 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' Business Goals supports and directs 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 organization since we truly believe that collaboration is the best way to create quality.