

QUALITY POLICY

Quality is one of the core values of SKONTO GROUP. SKONTO GROUP believes that a successful and sustainable business is based on a satisfied customer; therefore, one of our main tasks is to ensure that our products and services meet the customer's expectations and requirements.

SKONTO GROUP to achieve this:

- Commits to identify customer needs and wishes to provide the best solutions and help in turning their vision into reality.
- Complies with regulatory enactments, quality standards and cooperation agreements.
- Ensures that employees have the necessary competence to carry out their duties. SKONTO GROUP provides training for employees to rise their qualification regular basis.
- Takes responsibility for the results of work; therefore, SKONTO GROUP has high demands both towards themselves and suppliers, subcontractors, and other cooperation partners.
- Monitors activities by performing quality inspections, listing defects or other shortcomings in production, construction and building operation processes. SKONTO GROUP assess this information and implement measures to eliminate any discrepancies in both existing and future projects.
- Invests in development and innovation with the aim of improving operational processes and solutions to meet customer needs and expectations.
- Sets ambitious goals in terms of customer satisfaction and quality of performance. SKONTO GROUP strives for continuous improvement.

SKONTO GROUP companies are certified for Quality Management System ISO 9001.

Every employee of SKONTO GROUP or anyone working on our construction sites is obliged to get acquainted with this Quality Policy, comply with it and integrate these principles into each activity.

SKONTO GROUP regularly evaluates, reviews and updates this Policy to ensure its compliance with the requirements of regulatory enactments, international quality standards and the quality objectives set by SKONTO GROUP.

If you have any questions regarding this Policy or want to report known or possible misconduct, you are welcome to do so by sending an email to report@skontogroup.com, calling +371 67096120 or filling out a special form on SKONTO GROUP website: www.skontogroup.com.

The policy has been revised and approved:

Riga, Latvia, year 2023

SKONTO GROUP
Chairman of the Board

Rihards Rāvis