

## Quality policy

Esvama is a trader and distributor of polymers, mainly active in the Scandinavian market. We buy materials globally and thus connect our customers with the global plastics market.

Our business concept states that *our customers should experience us as fast, flexible and easily accessible*. This policy is created to ensure that that promise is kept.

We will do everything we can to meet our customers' requirements and wishes at every single time. Our customers must be able to trust that they get the right products at the right price, on the set delivery date. We are at the customers' disposal with a high spirit of service and competence.

The competence and commitment of our employees is a prerequisite for us to achieve our set goals. That is why we offer our employees continuous training as well as a safe, developing and stimulating work environment. We give our employees the opportunity to combine work and private life in an individualized way, as we see long-term well-being in the workplace as the only sustainable approach.

In order to further increase the company's reputation, competitiveness and profitability, it is necessary that quality thinking permeates the entire organization. Everyone in the organization must have knowledge that it is their decisions and actions that affect the quality of our work and our services, and that we must constantly work to improve ourselves.

### **This means that:**

- we strive for good and long-term relationships with our customers.
- we put all customers, both internal and external, at the center of our actions.
- we behave honestly and seriously towards our customers and other stakeholders.
- we listen to customers' wishes and needs.
- we strive for 0 errors in all our commitments to our customers.
- we are constantly working to improve and develop our products, processes and management systems.
- we constantly improve the quality system and follow up on our quality goals.
- we have a well-trained, committed and flexible staff.
- we have competent and conscious employees who know the importance of their efforts for overall results and overall quality.