


## QUALITY POLICY

To continue to be reliable business partners with sustainable success, the entire Bjørn Thorsen A/S group (BTG), including its affiliates Customized Compound Solutions A/S, Nordic Grafting Company A/S, Nordic Formulation Technology A/S, Klarsø A/S, Digital Serigraphic Technologies A/S, Bjørn Thorsen AB, Bjørn Thorsen SAS and BT Solutions Zhuhai Co., Ltd., are highly dependent on securing and maintaining *satisfied customers and principals*. To achieve this, we are fully committed to **'Quality in all we do'**.

Therefore, BTG shall, at all times:

- try to find the *best quality solutions and the optimal total offering* for our customers, as well as all that most benefits our principals;
- stress total quality objectives & expectations when selecting and during ongoing interfaces with *principals, logistics service providers and other suppliers*. This includes preference for companies with quality management system certification (e.g. ISO 9001:2015);
- endeavor to secure appropriate certification to the ISO 9001:2015 management system<sup>1</sup> by the end of Q2 of 2021;
- measure our performance against a set of *targeted quality objectives* to make continuous improvement a reality;
- stimulate *best practice sharing* among our employees to increase our efficiency and effectiveness in achieving customer and principals satisfaction;
- attract and retain *highly skilled and quality minded employees*. Accuracy, continuity and low personnel turnover are of highest importance to our total quality performance;
- *train, educate and develop* our personnel on an ongoing basis to facilitate their accomplishment of high-quality work.



Lars Rønsholt  
Board Member



Svend Rimestad  
Board Member

Last review date: August 25, 2020



Claus Adser  
Board Member

<sup>1</sup> The ISO 9001:2005 certification does not apply to Bjørn Thorsen's administrative offices: Bjørn Thorsen AB, Bjørn Thorsen SAS and BT Solutions Zhuhai Co., Ltd.

This policy is reviewed by BTG Management on an annual basis.

Initial Quality policy date: March 15, 2009