

# Company's business areas and core values

The company's business areas include:

Vehicle parts design, manufacturing and sales. Development and production services for the medical equipment, food and vehicle industries.

More detailed information on the products and services provided by the company is set out in the document entitled "Production strategy."

## CUSTOMER CENTRE

We want to create and maintain long-term relationships with all of our clients. As such, we have set ourselves the goal of offering our customers a bit more than they would usually expect.

Our core values are:

**Product quality** - after receipt of the order, there should be no debate about quality. Once we have confirmed your order, we will ensure that it is fulfilled according to the requirements specified and agreed on in the product designs and other accompanying documents.

**Verified product input** - we do not make changes to the materials we use or the agreed-upon technologies without the consent of the client, simply to increase our income. We use only those suppliers and subcontractors that can provide us with the quality standards we need and have agreed on with our client. (See also the document entitled Purchasing strategy)

**On-time delivery** - there is the possibility that, during the fulfilment of your order, various unexpected situations may arise—materials may not arrive at the right time, equipment may malfunction, workers can fall ill, or we may make mistakes in our planning. However, since we have already given our word to meet your order, we must do everything to ensure that these unexpected events do not affect the fulfilment of your order. Higher costs or reduction in profits due to unforeseen events does not give us the right to break our agreement.

**Shorter delivery time** - we are continually developing our production planning systems to ensure that goods are delivered to you in the shortest time possible and thereby achieve a competitive advantage on the market.

**Reliability** - things do not always go as planned. If we are responsible for delivering goods that do not meet requirements, we will remedy the mistake at no extra cost to the client. We are committed to always letting our clients know if there is a danger that we will not meet our obligations.

And a bit more:

**Advice** - sometimes, small changes can significantly affect the quality or price of a product. We will not keep our

opinion to ourselves. We believe that by sharing our ideas with our clients and helping them benefit from them, we can lay the foundation for a solid long-term partnership.

**Different support services** – not only the quality of goods, price, and on-time delivery are important.

We are ready to offer a range of support services based on our clients' needs, from arranging goods logistics and different financial solutions to marketing support and a comprehensive web-based ordering environment, among others.

**Clients' future needs** – we are in constant contact with our clients in planning their present and future needs. We take into account their needs when making investments in our production development. We keep clients informed about changes in our production resources. We also consider our key clients' business arrangements when planning our own firm's holiday schedules.

## PRINCIPLES OF INTERNAL COMPANY WORK ARRANGEMENTS

### Legal compliance:

In our daily activities, we follow all EU and Estonian legislation in all areas relating to our business, including the following:

- We recognise our responsibilities for the development of societal, national and local life, and we proudly pay all taxes that are used for financing education, healthcare, and the pension system, infrastructure development, and maintaining other activities needed for the functioning of society.
- We follow a regulatory framework in the development of our products that ensures their safe usage.
- We organise our activities in such a way as to ensure that our employees can do their work safely and sustainably.
- We do not pollute our environment.

### Valuing people

Our company's employees are our greatest asset and are as important as our clients.

- We aim for long-term working relationships.
- We have set ourselves a goal of ensuring that the company's average salary is higher than the national average salary as well as in our sector.
- We guarantee a pleasant and safe working environment for our employees.
- We give our employees career advice and support them in achieving their personal goals.
- We provide them with training in areas where they have the prerequisites for further development.
- We work together with various educational institutions to ensure growth and further development of our current staff's skills.

### Valuing the (Work) Environment

We use materials, technologies and production methods that prevent or reduce environmental pollution and protect public health.

### Environmental activities:

- We follow the principles of ongoing improvement in the environment, regularly assessing the environmental impact of our activities, and thereby preventing and reducing the environmental impact of significant adverse events;
- We prevent or minimise the risk of pollution and possible accidents;
- For the adoption of all new technology, equipment, material and production methods, we also assess the possible effect on the environment;
- We are guided in our actions by energy-efficient work methods, more environmentally friendly technologies and recycling principles;
- Our activities comply with the limits imposed by regulations, guidelines and permits as well as other normative environmental acts;
- We develop products and processes that have a lower impact on the environment, eliminating or reducing pollution and using resources in a sustainable manner;
- We have open and reliable exchanges of information with local residents, public authorities and other stakeholders;
- All employees have a common goal of creating and maintaining a good working environment. The objective is to prevent health problems and accidents at work, while also creating an enjoyable working environment. Every worker is also responsible for ensuring the health and safety of his colleagues in the workplace;
- We ensure that we have the necessary resources to implement our environmental policies and environmental management strategy;
- We develop our workers' environmental knowledge through training processes;
- We inform our partners of the company's environmental policies and objectives.

Achieving environmental goals does not mean additional costs for the company. Investments to improve the environment must be planned and executed so that through them, there are increases in energy efficiency, reductions in leftover environmental waste and their accompanying costs, and improvements in health and productivity.

**This document should be distributed to all company employees.**

### REFERENCES

*Production Strategy*

*Customer strategy*

*Purchasing strategy*

*Purchasing strategy for outsourcing services*

*HR Strategy*