

GROUP POLICY

GROUP QUALITY POLICY

ADOPTED BY THE EXECUTIVE MANAGEMENT TEAM

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Group Quality Policy

This policy describes what we expect from ourselves regarding quality. It sets the principles that all business units and functions in Hultafors Group must follow and provides a framework for setting quality goals to create long-term value for our end customers and other stakeholders.

We aim to be the undisputed leader in premium brands for professionals in Building & Construction, Industry, and Service. We include quality in our daily decisions and ways of working, and we improve them continuously. Managers are expected to lead by example, and all employees can make a difference. Each business unit is responsible for high quality in its products and services and for understanding and delivering customer value. End-customer focus is central to our work – we aim to understand what creates value for the end customer.

Our commitments

Customer value and premium offering

We design and deliver solutions that meet or exceed end-customer expectations and create clear value. Our brands provide best-in-class workwear and complementary head-to-toe PPE, are active in selected hardware niches, and offer services connected to our product offering. Our business units use all relevant go-to-market channels to reach professionals in Building & Construction, Industry, and Service with reliable, high-performing solutions.

Robust, safe, and sustainable solutions built on trust

We build quality into our products, services, and processes. We consider the full life-cycle in product development, material choices, and supplier selection to ensure durability, fitness for purpose, and consistent performance. High quality supports more sustainable use of resources and longer product lifetimes. Safety is a top priority: if a product might cause harm due to design or manufacturing issues, we act quickly to investigate, reduce risk, and, when needed, remove the product from the market. We are committed to meeting customer, legal, and other applicable requirements. By delivering what we promise and following relevant laws, standards, and internal requirements, we earn and keep the trust of our customers and partners.

Agile ways of working and strong collaboration

We use efficient and well-aligned processes that provide consistency and reliability while allowing flexibility and speed. This reflects our drive to improve and to deliver high-quality products and services. We work closely with suppliers, customers, and other partners to improve quality throughout the value chain – from design and sourcing to manufacturing, logistics, and sales. By working together across the Group and with our stakeholders, we live our core value of collaboration.

Data-driven decisions and continual improvement

We follow facts, data, and performance indicators to guide our decisions, reduce risks, and support long-term success. We follow up on quality performance, analyze root causes, and implement corrective and preventive actions. We continually improve our products, services, processes, systems so that high quality supports our strategic goals.