

Process and Quality Policy of K.Hartwall

K.Hartwall is a global leading provider of **industrial Returnable Load Carrier Products and Solutions**. To its customers K.Hartwall is the preferred value-added innovation partner that offers significant cost savings and increased revenues helping customers to lower their environmental impact and Health & Safety risks.

Quality Commitment

- We supply to our customers products made according to agreed quality and specifications.
- We deliver the products to our customers within the agreed delivery time.
- We inform openly and regularly our customers, personnel and partners of our operational changes.

Environmental Commitment

- We operate according to laws, regulations and standards.
- We develop and deliver products with the goal to reduce the environmental footprint of our customers' and our own operations.
- We strive constantly to reduce our impact on the environment by using the best available economical technology in our operations.

Health & Safety Commitment

- We develop and deliver products that meet our customers' Health & Safety requirements.
- We proactively improve the occupational Health & Safety of our personnel.
- We encourage our personnel to take responsibility for quality, environmental issues, Health & Safety in their daily work and welcome any suggestions for improvement.

Ethical Commitment

- We define our ethical practices in a separate K.Hartwall Ethics Policy Statement that we communicate actively to our employees and partners, and upon need to customers and other K.Hartwall stakeholders.
- We require and follow up that our partners and suppliers apply the same principles.



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