

Process and Quality Policy of K.Hartwall

K. Hartwall is a global leading provider of **industrial Returnable Goods Carrier Products, Solutions and Services around them**. To its Retail, Dairy, Beverage, Postal & Logistics and automotive customers, K.Hartwall is the preferred value-added innovation partner that offers significant cost savings and increased revenues and that helps the 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 and 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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