



## Quality policy

CovertO provides wall and roof systems that make our customers' construction processes more effective. It is our goal to always meet our customers' requirements, needs and expectations for each individual order according to the conditions we have. Our customers should be able to rely on delivery at the right time and with the right quality.

CovertO's quality policy is to carry out work with the right quality and personal service with dedication, knowledge and responsibility. The quality is taken into account throughout the business, such as purchasing materials, marketing, sales and delivery to customers. The ultimate responsibility for CovertO's quality work is the CEO.

To continually improve we will:

- **Always have a safe workplace**  
Ensure that the workplace is environmentally -friendly and safe so that work can be done in an ergonomic and safe manner.
- **Be the customer's first choice**  
In order to further increase CovertO's reputation, competitiveness and profitability, it is imperative that quality thinking permeates the entire organization. Therefore, we work for each delivery to be a good reference for future business.
- **Focus on the customer**  
We adapt our delivery so that our product and we meet the customer's needs in the short and long term. As a minimum, we always follow laws, regulations, contractual requirements, and industry organization guidelines.
- **Have constant improvement**  
We have a high ambition regarding our customers' satisfaction and quality in our delivery. We constantly improve our way of working to meet customer and society's changing needs. We want to prevent errors in the performance of workers, through constant dialogue between employees.
- **Have high competency**  
We have the skills required to meet customer and community needs and achieve our goals. We ensure the competence of our employees and the organization through education and systematic learning of their own experience as well as others.
- **Take responsibility**  
Our professional pride enables us to take overall responsibility for our delivery. Therefore, we place high demands on ourselves and our suppliers, customers and partners. Through cooperation, with all parties involved, we are preventing quality deficiencies and finding smart solutions that meet the needs.

In all respects, quality and reliability must be such as to provide an essential motivation for our contractors to always use CovertO.

**Elie Abdi**  
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