

WIEHAG GmbH Quality Policy

The following quality policy, developed by the management of WIEHAG Timber Construction, describes the fundamental principles on which our management system is based. All WIEHAG managers and employees, as well as any contractor performing work on behalf of WIEHAG, shall bear a personal responsibility for the following objectives:

Customer Orientation: we will ensure that we fully identify and conform to the needs of our customers. WIEHAG will constantly review and improve on our products and services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all customers. This procedure shall guarantee that promises with regard to workmanship, cost effectiveness, target dates and services are fulfilled at the best.

Profit Orientation: we will not make deals at any cost, but we aim to realise a reasonable return in order to maintain our ability to invest and our capacity for innovation.

Employee Orientation: we will further educate our employees in a systematic and targeted way since this is the basis quality-oriented performances. All respective measures are coordinated by our own department of human resource development. We believe that the abilities, knowledge and experience of our staff are our most valuable resource.

Innovation Orientation: we will strive to continually improve the quality of our products. We will implement measurements across our business to establish the performance of our processes and to provide a basis for their continuous improvement.

Ecology Orientation: we are committed to minimising the environmental impacts of our business operations and to exhibit leadership in environmental affairs in all our activities.

Quality Targets: we will set objectives such as best workmanship, adherence to schedules, high percentage of regular customers and high degree of customer satisfaction and monitor them at management level. Compliance with those quality targets is controlled annually — in case of deviations, we will arrange corrective actions. This process is monitored by our Quality Assurance Manager.

Within this policy we are committed to operating our company within the disciplines of the *Quality Management System* ISO 9001:2008.

This statement represents our general position on quality issues, and the policies and practices we will apply in conducting our business.

Altheim; August the 23th, 2016



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