

engcon AB
Operational policy

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1. Background and purpose

Quality and sustainability are important for engcon and the operational policy sets the base for our work and focus areas. It gives guidance on how to implement engcon's core values and support engcon in achieving our business goals while ensuring full compliance to applicable laws and regulations

2. Policy

2.1 Operational policy

As an independent manufacturer and supplier of advanced excavator tools, we help excavation companies around the world create safer workplaces, optimise their resources and be more profitable. We strive to meet the applicable requirements in the markets in which we operate and continuously improve our business.

2.2 We achieve success by

2.2.1 KNOWING THE END CUSTOMER

We strive to always have a strong relationship with end users. In doing so, we understand their needs and how best to create value for them. We sell through resellers but work proactively to create opportunities for our end users.

2.2.2 BEING INDEPENDENT

We work with several OEM devices, but we are proud of our brand and want customers to be able to buy engcon regardless of the machine brand. With our strong understanding of the end user's business, we are a valuable partner for OEMs and resellers around the world.

2.2.3 BEING A TRUSTED PARTNER

engcon is a profitable company and we attach great importance to spending time and money wisely. We do this to ensure that our business is sustainable and that we will continue to operate in good and bad times. With this, we ensure for our customers and end users that we are here today and will continue to be here tomorrow.

2.2.4 CREATING GROWTH

We grow through our own sales companies and by working proactively to develop new areas and opportunities. We identify and develop new business areas to broaden our portfolio and ensure revenue in the long term.

2.2.5 DEVELOPING SOLUTIONS

We focus on the value our solutions create in the market and we challenge ourselves to think anew at every step of the process. engcon's products, systems and services aim to change the excavation world.

2.2.6 HAVING A STRONG CORPORATE CULTURE

We believe that committed people are the key to our continued growth. With a focus on our values, we strive to build a culture with highly motivated and committed people who drive business results.

2.3 OUR QUALITY WORK

We shall work to exceed customers' needs and expectations in an efficient and profitable way for all parties, and we want to build trust that creates lifelong business relationships. We shall meet all applicable requirements and continuously improve the management system.

Our activities shall be characterized by Professionalism, Commitment, Flexibility and Initiative.

We shall be ISO 9001 certified.

We continuously aim to reduce the number of non-conformities, both internal and customer's.

2.4 OUR ENVIRONMENTAL THINKING:

We shall offer our customers products that are gentle alternatives for the environment both in terms of choice of materials and production processes, but also in terms of service, transport and repairs to improve our business's environmental performance.

Environmental aspects shall be assessed from a life cycle perspective

Our sustainability objectives shall be set based on current sustainability aspects.

We shall fulfil all compliance obligations.

We shall be ISO 14001 certified

We shall offer our customers transport solutions with gentle alternatives for the environment both in terms of choice of vehicles and services as well as work with service and repairs to reduce our business's environmental impact.

3. Relevant Entity

This policy applies to all entities with headcount within the engcon.

4. Roles and responsibilities

Policy owner: Quality manager.

5. Exceptions

Entities without headcount.

6. References

- Engcon management system (in ATIVA)
- SS EN-ISO 9001 quality management standard
- SS EN-ISO 14001 Environmental management standard
- Management review
- Sustainability report