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## QUALITY POLICY

**Our objective** is to attain the leading position on the domestic market and one of top positions on foreign markets among the natural wood flooring manufacturers. We wish to be recognized as a manufacturer of prime quality product, whose brand name, Baltic Wood<sup>™</sup> always guarantees our Customers' satisfaction.

We wish to attain this objective by:

- continuous increase of our products market share at home and abroad,
- strengthening the image of our company by our services of prime quality (supplying our prime quality products on the "just-in-time" basis),
- accomplishment of the designing, planning, execution and delivery processes on the basis of our uniform and consistent **Quality Management System**.

**Pledging** our full commitment to the realization of the objective assigned, the Baltic Wood S.A. Executive Team undertakes to:

- monitor regularly our Customers' satisfaction to improve continuously the services rendered,
- improve the existing processes and implement new ones taking into account environmental considerations,
- improve continuously the **Quality Management System** as a drive consolidating the entirety of the organizational processes in the enterprise,
- continuously improve the company's personnel qualifications and thus building a perfectly organized team, able to use their expertise to the full, which will result in a product of a high quality level.

Rafał Zawierucha

CEO

Baltic Wood SA

