

## Master Builders Solutions Denmark A/S – Quality Policy

The Master Builders Solutions strategy can only be effective if customers are satisfied with Master Builders Solutions. Therefore, we want to ensure that our products and services, internal process flows, and delivery reliability meet the current and future needs and requirements of the customers. We link our objectives to customer expectations, monitor customer satisfaction and actively manage nonconformances.

A functioning management system including risk management is a prerequisite for quality, for flexible and fast reaction to changes as well as for value creating growth and sustainability. We strive to continually improve the effectiveness of the Master Builders Solutions Quality Management System. This is approved regularly by external certification bodies.

The leaders within Master Builders Solutions create conditions in which employees are engaged in achieving quality objectives, and they provide employees with the required resources, training and authority to act with responsibility. Our leaders inspire, encourage and recognize the contribution of the employees.

We ensure that employees are aware of the quality requirements in their job and its surroundings, and that they have a high level of education so that they can work on their own and with high motivation.

Master Builders Solutions strives for a good external relationship management resulting in enhanced performance of Master Builders Solutions and its interested parties. There is an increased capability to create value for interested parties by sharing resources and competence and managing quality related risks.

In the future, too, the quality of the products, services and processes as well as business excellence will continue to be a decisive success factor and a central distinguishing feature of the Master Builders Solutions in the world market

## Master Builders Solutions Denmark A/S – Kvalitetspolitik

Master Builders Solutions-koncernens strategi kan kun være effektiv, hvis kunderne er tilfredse med Master Builders Solutions. Derfor vil vi sikre, at vores produkter og tjenester, interne processer og leveringssikkerhed opfylder kundernes aktuelle og fremtidige behov og krav. Vi knytter vores mål til kundernes forventninger, overvåger kundetilfredsheden og styrer afvigelser aktivt.

Et velfungerende ledelsessystem, herunder risikostyring, er en forudsætning for kvalitet, for fleksibel og hurtig reaktion på forandringer samt værdiskabende vækst og bæredygtighed. Vi forpligter os til at opfylde krav og til løbende at forbedre effektiviteten af Master Builders Solutions kvalitetsledelsessystem. Dette verificeres regelmæssigt af eksterne certificeringsorganer.

Hos Master Builders Solutions skaber lederne arbejdsforhold, der muliggør, at medarbejderne deltager engageret i opnåelsen af kvalitetsmål, og lederne giver medarbejderne de nødvendige ressourcer og uddannelser samt bemyndigelse til at handle under ansvar. Vores ledere inspirerer, opmunterer og anerkender medarbejdernes bidrag.

Med udgangspunkt i dette sikrer vi, at medarbejdere er opmærksomme på kvalitetskravene i deres job og omgivelser, og at de gennem løbende kompetenceudvikling fastholder et højt uddannelsesniveau, så de kan arbejde selvstændigt og med en høj grad af motivation.

Via en god styring af relationer i forhold til eksterne interessenter tilstræber Master Builders Solutions at øge såvel virksomhedens som interessenternes performance. Gennem deling af ressourcer og kompetencer samt styring af kvalitetsrelaterede risici skabes der grobund for værdiskabende vækst for interessenter.

Også i fremtiden vil kvaliteten af produkter, tjenesteydelser og processer samt business excellence være en afgørende succesfaktor og et centralt kendetegn for Master Builders Solutions på verdensmarkedet.