

QUALITY POLICY

Dellner Glass Solutions is dedicated to providing high-quality products and services that consistently meet the needs and expectations of our customers and stakeholders. This includes adherence to all relevant statutory, regulatory and product safety requirements.

We strive to enhance customer satisfaction with our products and overall service. Our processes are designed to achieve statutory and regulatory compliance, incorporate failure prevention, and ensure that manufactured products can be used safely as directed.

To achieve this, we shall:

Comply with the requirements of our Quality Management System, which is aligned to ISO 9001 and ISO 22163.

Our commitment for Quality:

- Fully satisfy customer expectations by delivering products and services on time, within specification, meeting all legal and product safety requirements, and adhering to the relevant standards as specified by the customer.
- Provide products that are fit for purpose, and are safe to install, maintain, and use.
- Ensure a high level of customer satisfaction by providing effective solutions for their requirements and building confidence that our products will perform, endure, and exceed expectations.

Our goals are to be achieved by:

- Full support from the Management Team to achieve our objectives and targets.
- Active involvement and support from all employees, recognising their responsibility for the quality of their work.
- Compliance with all relevant legislation, statutory requirements, and applicable industry and professional standards.
- Comply with all regulatory requirements for product safety testing and labelling in all jurisdictions in which our products are produced or used.
- Continual improvement, supported by a programme of audits, inspections, and maintenance.
- A standardised approach to manufacturing.
- Decision making based on evidence.
- Pursuing and acting upon customer feedback.
- Ensuring that the necessary resources for the Quality Management System are made available.
- Commitment to conducting quality audits and management reviews to ensure compliance, adequacy, effectiveness, and alignment with the organisation's strategic direction.
- Setting and implementation of Quality Objectives to improve the performance of the Quality Management System and product and service quality.
- Continuous monitoring and appropriate allocation of resources.
- Effective communication with all stakeholders.
- Providing appropriate training as required.

Communication and responsibility:

- This Quality Policy is communicated, understood and available to all employees within the organisation and is available to view on the company website.
- The Managing Director has the overall responsibility to ensure that the Dellner Glass Solutions Quality Policy and expectations are understood, implemented, maintained and communicated throughout the Company and that this policy is reviewed at regular intervals.

Dellner Glass Solutions

Tomi Ojala



Managing Director, Dellner Glass Solutions

Issue date: 26.04.26

Revision History:

Issue	Update	Updated by	Date issued
1	First issue Dellner Glass Solutions Ltd global policy	S. McGregor	26.04.26