

## QUALITY POLICY

FASTBOLT Group with branches in Germany, UK, Portugal and China is specialized in the sourcing, quality assurance, logistics and distribution of fastener products to re-sellers predominantly in the European market. Within its defined and dynamically growing range of products and services, FASTBOLT aims to provide fastener distributors with efficient, sustainable and technologically advanced supply solutions to optimally support its distribution customers in their business approach with fastener end-users.

Quality is deeply rooted in all FASTBOLT's business processes, products and services. All members of FASTBOLT share the common principles of consistently high quality of products and services, customer orientation, customer satisfaction and continuous improvement.

### Consistently high quality of products and services

- FASTBOLT offers products consistently meeting and exceeding relevant international standards.
- We ensure our reliability for customers through continuity in our product quality assurance both in the supply market and during the goods receipt process in Europe.
- All of us take utmost care to permanently handle and deliver our product in an appropriate manner so that shipments are being received in best possible condition.
- It is a high priority to always provide reliable information to our customers and business partners and to ensure efficient communication at all times.

### Customer orientation

- FASTBOLT puts customers first for both daily operation and strategic planning.
- We follow customer needs and adjust our processes to meet and exceed customers' expectations.
- Thinking from a customer perspective is always the right approach to reach best results.
- We prefer to think in solutions rather than in problems.

### Customer satisfaction

- FASTBOLT sees customer satisfaction as a first priority at all times.
- Problems need to be fixed preferably before they happen and at the latest before customer satisfaction decreases.
- Analytic measures are being applied to closely and effectively monitor customer satisfaction.

### Continuous improvement

- FASTBOLT emphasizes on continuity in its attempts to further optimize its processes and further improve the quality of its products and services.
- Our quality policy represents a framework allowing us to continuously define quality targets and monitor target achievements on a yearly basis.
- All of us are aware of the risk that stagnation in quality optimization may result in a decline of customer satisfaction.
- Everyday we strive to keep our employees' motivation and endurance high to continuously develop better solutions to further increase quality and customer satisfaction.
- Sustainability of our efforts will strengthen our position in the market and make us be the best choice as supply partner for European fastener distributors.

Ekkehard Beermann

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