

GROUP POLICY

Fiskars Group Quality Policy

Version history

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Responsible							
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FISKARS GROUP POLICY / INSTRUCTION

1. Purpose and scope

This Policy provides a framework for quality objectives which align to our organization's purpose, values and strategic priorities. It is also a commitment to meet applicable requirements of our customers & consumers, statutory or regulatory needs and our internal business objectives, as well as to continually improve.

This policy applies to all Fiskars' employees and operations globally.

2. Ownership, review and approval

Fiskars Group Director, Global QEHS is accountable for this Policy.

This policy is reviewed and approved by the FGLT and evaluated yearly to ensure that it is up to date.

3. Communication

Fiskars Group Global QEHS Director is responsible for ensuring the communication, training and interpretation of the Quality Policy is given at each location within the Fiskars Group, as well as giving advice on the implementation of it. The Quality Policy and the related documents will be made available on Fiskars Group intranet and updated by Global QEHS Director as necessary.

4. Document's location in the policies and instructions framework

These instructions' location in the framework is Supply Chain (1.G)

5. Validity

This policy is an upgraded version of the SC Quality Policy approved by the CSCO on January 26, 2017. The FGLT has approved this Policy on February 11th, 2020 and it is applicable as of that date. The policy is valid until further notice.

6. Quality Policy Statement

Commitment

At Fiskars Group, our priority is to offer products and services that meet or exceed the expectations of consumers and customers. Fiskars Group aims to excite consumers and continue to be a trusted partner to our customers and consumers. Fiskars Group ensures that our products meet the requirements on durability, functionality, safety, sustainability and visual quality.

Fiskars Group Quality Policy defines our approach and provides a common framework for the quality management and communications of quality practices. This policy is executed in everyday work, supported by our values, strategic priorities and purpose. The commitment to quality is conducted through our management system and processes and we all are responsible for integrating quality as part of our work.

Deep commitment to quality is vital to our vision of creating a positive lasting impact on our quality of life and purpose of making the everyday extraordinary.

Fundamental Principles

- Fiskars Group's priority is to offer products and services that meet or exceed the expectations of consumers and customers. Consumer and customer expectations are captured and verified in the New Product Development Process.
- Fiskars Group's commitment to quality is conducted through the management systems and processes and we are all responsible for integrating quality as part of our everyday work.
- We at Fiskars Group actively review risks and opportunities in relation to new technologies, legislation and best practices.
- Fiskars Group continuously improves products, services and processes to support the quality promise and efficiency. Roles and responsibilities, KPIs and targets are defined for all processes, and they are monitored on an ongoing basis aiming for improvement.
- Fiskars Group considers training and coaching important in the implementation of efficient processes and engaged personnel with personal development opportunities.
- Fiskars Group is committed to comply with applicable laws, regulations and other compliance obligations.

7. Management System

Management System is the part of our overall management system which implements our quality policy, establishes procedures for providing products and services which meet or exceed our customer and consumer expectations, and meets external quality system requirements. Management system includes the policies, processes and practices, organizational structure, requirements and responsibilities for achieving our quality policy. The foundation of Fiskars Group management system is the values, strategic priorities and purpose.

8. Management responsibility

Fiskars Group Management provides evidence of its commitment to the development and improvement of the management system through both words and actions. Everyone at Fiskars Group ensures that our purpose, quality policy and values are understood, implemented, and maintained throughout the organization.

9. Customer and consumer focus

Fiskars Group Quality Policy articulates our commitment to our customers and consumers. Customer and consumer expectations are determined, understood, converted into requirements, and have processes designed to meet or exceed them to fulfil this quality policy. Staying close to our customers and consumers is our primary method of determining and understanding their requirements and expectations. Management system ensures that the requirements are fulfilled with the aim of meeting or exceeding customer and consumer expectations.

10. Implementation

Each location within the Fiskars Group will assign responsibility and accountability for the implementation and communication of this policy. This Policy will be communicated to the whole organization through employee inductions, trainings and informal communication methods.

Leadership and Management Teams at Fiskars Group review quality performance and identify opportunities to drive a culture of continuous improvement. Each management review is documented and identified actions are tracked.