Quality Policy

The values of the Algol group are **accountability, collaboration and development**.

Our mission is to operate as an independent multi-branch group specialising in technical trade and the healthcare sector. By combining the research and development input of a broad network of suppliers, a diverse and continuously developing range of services, and the leading expertise of its personnel, the Algol Group offers its customers solutions and products that help enhance their competitiveness. Our vision is to be the most efficient and innovative service organisation and the most desired partner for our customers and suppliers.

The Algol Group applies a Code of Business Conduct, (COBC) which sets forth the basic ethical principles for the operations of all entities and all employees within the group. To ensure high quality and ethics throughout the whole supply chain we evaluate the performance and commitment of our partners to agreed standards and principles.

All of our values as well as our mission and vision require a strong and continuous focus on the quality of all aspects of our operations. Our Code of Business Conduct is based on principles of compliance, reliability, accountability and sound business practices. Quality issues are given high priority at all levels of management and they are regarded as an integral part of the everyday work of each employee within Algol Group. In order to achieve and maintain the highest standards of quality, we recognise and adhere to the following principles:

- We provide high-quality services and support to our customers, based on a true interest in and understanding of their needs and requirements.
- We strive to build long-term relations with customers, suppliers and other business partners based on the principles of mutual trust and confidence.
- Our staff is qualified and competent. We apply solid training, HR development and recruiting processes that are designed to maintain and enhance high professional standards throughout the organisation. Our target is to perform development discussions with every employee within Algol Group.
- We maintain adequate, easily accessible and safe files and records of all our operations.
- Any deviations are dealt with swiftly, in a constructive manner that is founded on responsiveness and accountability. Deviations are regarded as an opportunity to learn and improve our activities. Our target is zero customer related critical deviations.
- We monitor our performance in quality matters. We review our quality targets on an annual basis in order to identify development needs and implement improvements.
- Our quality management system is audited and verified, both internally as well as by independent certification agencies on a regular basis.

The Quality policy is evaluated by Algol Group Sustainability Manager on a yearly basis.

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Joakim Flinck
CEO of the Algol Group