



Quality Policy

One of the fundamental values of ZAZA TIMBER companies is quality. We firmly believe that a satisfied customer is at the core of successful and sustainable business, making it imperative for us to ensure that our provided design, production and construction services align with the customer's preferences and requirements.

To achieve this, we commit to:

- Identifying the needs and desires of our customers to deliver optimal solutions and aid in bringing their visions to life.
- Adhering to all applicable laws, quality standards, and requirements stipulated in the respective collaboration agreements.
- Ensuring our employees are competent and well-trained to carry out their entrusted responsibilities. We diligently monitor and implement regular training and qualifications enhancement.
- Taking responsibility for the outcomes of our work, thereby setting high standards for ourselves and our suppliers, subcontractors, and other collaboration partners.
- Attending to the supervision and scrutiny of our operations, conducting quality checks, and identifying defects or other shortcomings in the design, production, construction, and facility operation processes. We take measures to address these issues in both current and future projects.
- Setting ambitious goals concerning customer satisfaction and the quality of our performance. We constantly strive for improvement.

ZAZA TIMBER is certified with the ISO 9001 Quality Management System, demonstrating our commitment to ensuring quality in all aspects of our operations.

Each employee of ZAZA TIMBER companies and all individuals working at our sites are obligated to familiarize themselves with this Quality Policy and uphold its requirements, incorporating quality principles into their work processes.

We regularly evaluate, review, and update this Policy to ensure its full compliance with relevant regulations, international quality standards, and the quality objectives set by ZAZA TIMBER companies.

The Policy has been revised and approved:

Jelgava, Latvia, year 2024

SIA ZAZA TIMBER Construction, SIA ZAZA TIMBER Production, SIA ZAZA TIMBER Engineering

Chairman of the Board

Māris Peilāns