

NORDIC KRAFT

Quality policy

In accordance with its mission to produce a high quality NBSK pulp that meets the requirements of its customers, Nordic Kraft implement a quality management system.

The corporate guidelines for implementing this policy are as follows:

- Establish a communication process with its customers to keep their quality requirements up to date and regularly check their level of satisfaction.
- Implement and maintain an ISO 9001 compliant quality management system.
- Implement pulp quality measurement processes using equipment that complies with industry recognized standards and maintain adequate competence of the personnel involved in these measurements.
- Set annual objectives in a continuous improvement approach on the quality of the pulp and on the control of the processes.
- Involve all employees.
- Communicate this policy with employees, main suppliers, customers and make it available to the public.

A handwritten signature in blue ink that reads "Patrick Champagne ing." The signature is written in a cursive style with a horizontal line underneath the name.

Patrick Champagne
General manager
March 2024