

Level: A	A	Area:	GENERAL	Version:	18	Pages:	1 / 3
Prepared by: SK/SS	Updated by:MK	Approved by:	RS	Date:	10.3.2025	Instruction No:	3.

3. OPERATIONAL POLICY

Aurajoki Oy provides metal coating solutions, steel structures, and related services tailored to customer needs. Aurajoki Oy's hot-dip galvanizing plants operate in Lieto, Pirkkala, and Aura. Our unit specializing in electrolytic coatings is located in Turku, while our steel structures unit operates in Saarijärvi. Our steel structure business also includes a joint venture, Auratec SIA, in Latvia.

Our operations are guided by the following principles:

- Our value promise is to be a sustainable partner. We follow the principles of sustainable development in all our activities.
- We are committed to complying with applicable laws, regulations, standards, and requirements, as well as safe working practices.
- We enhance the effectiveness of our customer relationships through collaboration.
- We are innovative and continuously develop our operations and the competence of our personnel together with our staff.
- Everyone working in our facilities has both the right and the responsibility to work safely and to report any shortcomings they observe in our operations.
- We actively monitor the needs of our customers and other stakeholders.
- We comply with the requirements of the EU General Data Protection Regulation (GDPR) and related legislation.
- Through cost-efficient operations, we ensure business continuity.
- Our vision is to be the leading company in our industry.

Signature:

Ralf Sohlström
Aurajoki Oy

Standard:	X	SFS-EN ISO 9001	x	SFS-EN ISO 14001
	X	SFS-EN ISO 45001		ISO/ETC 27001
Process:	OPERATIONAL POLICY			

Level: A	A	Area:	GENERAL	Version:	18	Pages:	2 / 3
Prepared by: SK/SS	Updated by:MK	Approved by:	RS	Date:	10.3.2025	Instruction No:	3.

The purpose of this operational policy is to guide the company's activities in matters related to quality, environment, occupational health, and safety.

In addition to the policy, we have identified and decided on the following objectives to ensure its successful implementation:

We improve the effectiveness of our customer relationships through collaboration

We participate in development projects for coating technologies together with customers and research communities and are open to co-developing coating solutions with our customers whenever possible. We always aim to perform our work flawlessly and to serve both external and internal customers in the best possible way.

We continuously develop our operations and our personnel

To meet the needs of our customers, we must continuously improve and enhance our operations. Development requires motivated employees as well as safe and efficient working methods. Training, guidance, and listening to our people are the most important tasks of our managers.

Everyone has the right to a safe workplace

All individuals working in our facilities have both the right and the duty to work safely. Our goal is always zero accidents. Each person is obligated to follow safe working practices and to report any deficiencies immediately. Employee participation in safety development and cooperation is a key factor in our operations.

We actively and transparently monitor and manage our safety performance. Observations related to safety, as well as internal accident investigations, are handled in an agreed manner. Key tools for creating a safe working environment include risk assessments, thorough orientation, and continuous improvement together with employees.

We actively monitor the needs of our customers and other stakeholders

We conduct customer surveys, listen to customers in meetings, and handle feedback appropriately. Based on this information, we plan and implement corrective and preventive actions.

We also work in close cooperation with our suppliers, authorities, and other stakeholders important to our operations.

Standard:	X	SFS-EN ISO 9001	x	SFS-EN ISO 14001
	X	SFS-EN ISO 45001		ISO/ETC 27001
Process:	OPERATIONAL POLICY			

Level: A	A	Area:	GENERAL	Version:	18	Pages:	3 / 3
Prepared by: SK/SS	Updated by:MK	Approved by:	RS	Date:	10.3.2025	Instruction No:	3.

Cost-efficient operations ensure business continuity

To maintain our ability to provide coating solutions in the future, we must always remember cost-efficiency. Without strong profitability, we would lack the resources to develop our operations and personnel and would be unable to meet customer needs competitively.

We follow the principles of sustainable development

We recognize our responsibility toward people and the environment. We contribute to increasing knowledge about the effects of coating technologies on people and the environment. In our processes, we aim to minimize environmental impact by using raw materials and energy efficiently. We are committed to following quality, occupational health and safety, and environmental standards, safe working practices, and all legal and other requirements. We also comply with industry-specific standards related to surface treatment.

Our operations are based on setting, monitoring, and continuously developing quality, occupational health and safety, and environmental objectives and targets. The metals we use in production are sourced from reliable suppliers, and we ensure that tin classified as a conflict mineral originates from a verified smelter. For identifying reliable smelters, we use the supplier listings published by the Responsible Minerals Initiative (RMI).

For Aurajoki Oy, customer satisfaction and long-term partnerships, product and service quality, environmental sustainability, and employee well-being and safety are of the utmost importance.

Standard:	X	SFS-EN ISO 9001	x	SFS-EN ISO 14001
	X	SFS-EN ISO 45001		ISO/ETC 27001
Process:	OPERATIONAL POLICY			