

Appendix M-1.: Quality Policy

Satisfying owners and customers is paramount for DUROSET Ltd. This we achieve by continuously monitoring and developing our processes, bearing in mind the relevant legislations with extra emphasis on health and safety regulations.

To this end we strive to gauge our customers' needs and supply them with products of superb quality. We constantly assess what our parent company and our customers might require from us, we meet our deadlines and show flexibility in handling additional customer demands that emerge during production.

Our operation is regulated by a quality control system which allows us to oversee all our processes. The workings of this system is ceaselessly supervised and improved. We set quality goals to ensure our non-stop development. Our progress is regularly evaluated so that we can take the necessary corrective measures in order to achieve said goals. We check the updates and changes in regard to industry standards and legislation concerning our operation on a daily basis.

The quality of our products is constantly monitored, irregularities and their causes are investigated, and corrective steps are taken immediately. The work stations have been set up taking product requirements, cleanliness and orderliness into consideration.

The management realized that our most precious resource is a loyal and high-endified workforce. Our employees receive frequent trainings and are afforded a safe working environment. In order to achieve our quality goals, a motivation system has been devised. All machinery involved in production is continuously upgraded and subjected to planned maintenance. We work with trustworthy suppliers audited regularly.

We survey our customers' satisfaction and use the data gathered to further enhance our quality control system.