



## JOUKA OY OPERATING POLICY

All our actions are guided by an integrated management system that comprises the ISO 9001 certified quality management system, the ISO 14001 certified environmental management system and internationally applied ISO 45001 occupational health and safety management system. The operating policy of Jouka Oy is based on our integrated management system and three core strategies.

### Responsiveness

The fundamental aim of all our operations is customer satisfaction. Therefore, the goal of our continuous improvement activities is to increase our levels of responsiveness to the demands of our customers, and to continuously develop our business operations to ensure these demands are met.

### Trust

Our long history has provided us with know-how, which in turn has enabled us to produce high-quality and long-lasting products that meet the needs and wishes of our customers. We are fully committed to our integrated management system. As a company, we all understand our responsibilities to make sure our actions produce levels of quality that match the expectations of our customers.

### Respect

At the heart of all our operations is respect. Respect for our customers, for our workers and for the environment. A highly skilled workforce has enabled us to further develop the working environment by making it even safer and more comfortable.

Ylöjärvi 9.9.2024



Samuli Salmela  
CEO, Jouka Oy