



Quality Policy

BoKlok develops and builds sustainable, quality homes at a low price, for all. We are responsible for the entire value chain – from land purchase to customer relations after move-in. As a residential developer we have a major responsibility to ensure the quality of the areas we develop, the buildings we create and the homes our customers move into. We always want to meet our customers' and communities' needs of efficient and sustainable products and living areas. This is the foundation for our vision of zero quality defects. Everyone working at BoKlok, our suppliers, our subcontractors and our partners all have a responsibility to abide by the principles set out in our Quality Policy and to integrate quality into all that they do.

- **We build for a better society.**
The needs of our customers and communities are the basis for our business. Our focus is therefore on ensuring that everything we deliver contributes to a better society and provides a good reference for future business.
- **Commit to customers**
We have to earn the trust of our customers. That is why we put customers at the center and find out what their needs are. Our customers are local authorities, property owners and the individuals who will live in our homes. We make sure that our products and everything we deliver meet their needs in both the short and long term. At a minimum, we always comply with applicable laws, regulations and contractual requirements.
- **We set challenging goals and constantly drive improvement**
Our ambition level is high and we therefore set challenging goals for customer satisfaction and the quality of the products we deliver. We monitor our performance and constantly improve our processes, methods and tools to meet the changing needs of customers and communities.
- **We are highly skilled**
We make sure we have the skills required to meet the needs of our customers and communities, and to achieve our goals. Through constant development, we ensure that our employees, suppliers and our entire organization have the right skills and all that they need to succeed. We systematically learn from our own experiences and those of others.
- **We take responsibility**
We are proud of our brand and our occupation and therefore take overall responsibility for all that we deliver. This requires us to set high standards for ourselves and our suppliers, subcontractors, partners and communities. By working in cooperation with all parties involved, we prevent quality defects and find even better solutions to meet the needs that exist.

Our principles are linked to BoKlok's values and other policies, such as the Code of Conduct, "We are BoKlok", Environmental Policy and Health & Safety Policy. These, along with our processes and tools, are all combined to form the management system we call the BoKlok Way.

Because we are constantly developing ourselves, our processes, our offering and our relationships, our customers have the highest satisfaction level.



Jonas Spangenberg, CEO BoKlok