

Quality Policy

We, TOFS Group of Companies, drive the energy of the future by promoting safety, environmental sustainability, advanced technologies, and functionality for the benefit of society.

Each of us is a reliable partner for our customers, and we make every effort to enhance customer satisfaction. For this purpose, we strive to provide quality products and services in accordance with industry standards.

Our Philosophy

Our every effort is focused on meeting the expectations of our customers and complies with statutory requirements, industry and in-house corporate safety and quality standards. However, our quality policy is not limited to the above. We continually improve our quality management system to enhance production performance and customer satisfaction, and to achieve our business targets and quality objectives.

Every employee shall share our commitment to creating quality products and providing quality services, and make an active contribution to the improvement of our quality management system by following these principles:

- **Customer Focus:** establishing long-term partnerships by meeting customer expectations regarding the quality of our products and services.
- **Regulatory Compliance:** knowing and understanding the requirements set by our customers, as well as statutory, industry, and in-house corporate standards with regard to the safety and quality of products and services, and complying with these requirements and standards in every country where we operate.
- **Risk Management:** implementing regular quality control of our products and services; identifying potential risks and hazards that could undermine our compliance with quality standards and customer requirements, and acting to mitigate these risks and improve our quality management system.
- **Production Excellence:** achieving top quality of our products and services by proper and timely work completion; discontinuing any products and services that fail to meet the required quality standards.
- **Process Improvement:** evaluating, streamlining, and continually improving our quality management system to enhance our products, services, processes, and technologies.

These principles are supported by clear quality objectives, regular performance monitoring and management reviews, and a strong corporate safety and quality culture.

Commitment to Policy

The responsibilities of TOFS Group President and management at every level include understanding, observing, and cascading the Quality Policy by establishing the necessary processes, procedures, resources, and training to ensure that every employee works in full compliance with high safety and quality standards.

If an employee believes that we fall short of any customer quality requirements, he/she shall report it accordingly. Pursuant to the quality management system philosophy, employees should immediately report:

- Any questions or doubts regarding interpretation and application of the Quality Policy.
- Any suspected violations or potential violation of the Quality Policy.
- Any suspected violations of corporate ethics.

Any retaliation against an employee for reporting a potential violation of the Quality Policy is strictly prohibited.

Amendments to Quality Policy

The TOFS Group President annually evaluates the relevance and efficiency of the Quality Policy.

David Gadzhimirzaev
CEO
TOFS Group

