

# Operational policy

The business concept of LH Lift Ltd is to develop, manufacture and deliver high-quality products as well as provide service that guarantees customer satisfaction, solid profitability and developmental potentiality.

To act according to the operational policy LH Lift Ltd will

- be committed to fulfil the statutory requirements
- create safe and healthy working conditions
- be responsible for handling personal data
- set the goals of the operational systems and actively supervise their implementation
- is committed to eliminating hazards and reducing OHS risks
- work up action programmes to commit and execute continuous improvement
- develop products, services and manufacturing methods to prevent unnecessary environmental load
- pay attention to the health and safety of the personnel and support their initiative for the operation developing
- communicate, inform and educate the personnel to recognize quality requirements and environmental impacts and to work in a responsible and safe manner
- commits to consulting and involving both employees and their representatives
- assure that everyone complies with the instructions considering next stage of operation as his or her customer
- view and develop the operational system regularly
- help cooperation partners to comply with this operational policy
- maintain open communication and classified relations with the neighbours, authorities and other interest groups
- the company reviews regularly the appropriateness of its policies to the company's operating culture

LH Lift Ltd

Kari Piltonen  
managing director