

## Mines Team Ltd Quality Policy

The beginning of the company's operation dates back to 1992 when Mines Team Ltd entered the market as a metal working company in the first place. Later, the company focused and specialized into the development of plumbing fittings and other sanitary products. In 2012, we additionally expanded our operation and focused on the production of luminaires for public lighting. For this purpose, we created a new brand, named MT-light.

Today, our production under this brand includes street lights, classic lightning, LED lighting, decorative lamps, solar lamps and industrial lamps.

In MINES TEAM d.o.o., we presently focus on two production programs; namely sanitary equipment and lighting solutions. In 2015, we created the brand Salix to cover the department of sanitary equipment production. With the introduction of an innovative and quality line of plumbing fixtures, we are strengthening and expanding our presence and recognition in domestic market as well as in foreign markets. The marketing path we choose for our company is supported not only with high-end products but also with high-end graphic design. We strive for efficiency, quality and safety of our products. By sticking to these values, SALIX would like to satisfy the demand and gain trust of all our loyal and future customers or product users.

With our lighting solutions program, we are trying to be present everywhere inside Slovenia as well as on the foreign markets. The Decree on the Limit Values of Light Pollution allows for better illumination of public spaces in Slovenia and abroad, and at the same provides a great opportunity to prove the market that Mt-light can offer high-quality, efficient and elegant Slovenian products to compete with established European brands in terms of quality.

### QUALITY POLICY

Quality policy, responsible environmental management and the importance of safety and health at work are very important components of our company's business policy. We follow our principles in order to fulfill our long-term vision and achieve our goals in terms of quality. Our work is guided by our core values. We are committed to continuous improvement and a professional level of service performance in accordance with the requirements of ISO 9001.

The quality of our products and services, and constant improvement, present the guideline of our business. We are present in all stages of our processes, from the beginning to the end. This includes the customers' demand, marketing, research and development, sales and product supply (directly to our satisfied customers). The responsibility for achieving the goals we set for ourselves is shared among all our employees.

Since our activities interfere with spaces, we always consider the state of the environment and its requirements; this way we maintain a responsible attitude towards the environment. In a small company, health and safety of the employees is even more important. We are aware of this in our company and we pay a lot of attention to it. We provide safety at work, development of our employees and their satisfaction. This is the only way to run a successful business.

## OUR VISION

Our goal is to produce quality products and to have satisfied customers. We are establishing our position in the Slovenian market where we would like to remain in the long term which is evident by our more than 27-year presence. We also strive to strengthen our position in foreign markets, where we are predominantly present with our lighting program. However, the most important goal for us is always the satisfaction of our customers.

## OUR VALUES

Speed and Flexibility – We are trying to maintain fast response and flexible solutions tailored to the needs of our customers.

Innovation – Our ever-new equipment and products provide our customers with solutions that make their every-day life easier.

Trust – On the basis of good relationships with our partners, customers and suppliers, we are building mutual trust.

Efficiency, Safety, Quality – Our products are made with care and quality materials. They are designed to be useful and to last.

Knowledge – As we strive for progress, all our workers are professionally trained and always ready to adopt new knowledge and skills.

Care for customers and employees – We try to adapt to our customers as much as we can and help them find a solution that would suit them best. They always have our full dedication, timewise and in terms of professional advice. We gain their trust with a genuine and friendly attitude and quality products / services. At the same time, we take care of our employees' professional competence, development and creativity. Anyone can contribute to the improvement of the company.

## OUR MISSION

Our mission is to take care of the well-being of our customers. No matter the program, lighting solutions or sanitary equipment, we always strive to offer something more to our customer – something that would make his everyday life better, more comfortable, more beautiful and brighter.

