

OPERATIONAL POLICY

HIGH-QUALITY OPERATIONS

Forchem is committed to meeting the requirements set by our customers, suppliers, personnel and society through our high-quality operations.

The key elements in the management of our operations are:

- Skilled personnel familiar with, and committed to, the operational policy, who know the requirements and goals of our operations, as well as the procedures for reaching targets and continuously improving our operations
- High operational and product quality, which gives the customer a competitive edge and added value
- Long term sustainable profitability

ENVIRONMENTAL IMPACT

The company, and each employee, is responsible for the environment. We pay attention to, and aim to continuously reduce, the environmental impact of the company's operations. Our operations affecting the environment are based on cooperation and openness, whilst recognizing the requirements of sustainable development.

SAFETY

Our production facilities and products comply with current safety standards and are reliable and safe for the user. We continuously improve and maintain working conditions and work safety. The information processed in the company is kept confidential, integrated and available, but in accordance with the requirements of privacy protection.

MANAGEMENT'S RESPONSIBILITY

The company's management controls, guides and develops quality, environmental and safety systems as part of the company's overall goals. The management is responsible for allocating the intellectual and material resources required to meet our operational goals.

PERSONNEL'S COMMITMENT

Personnel are regularly given timely information and feedback on achieving operational policy goals. Personnel receive training in order to ensure a high level of professional skill and quality awareness. The company has a profit-related bonus system that covers all personnel.

2 November 2011

Risto Näsi
President and CEO

Pasi Peltoniemi
Employees Senior

Mikko Rintola
Senior Administrative Staff

Harri Määttä
Administrative Staff