

QUALITY POLICY

UAB Zala Arms is a manufacturer and seller of bullets for hunting and sports whose mission is to provide quality ammunition for shooters, hunters and security providers all over the world. Our vision is to become a global brand in the ammunition industry.

In its activities, the company adheres to the following values:

- **Entrepreneurship.** We value the entrepreneurial spirit and teamwork: an open management style and delegation of authorities to employees. We make decisions to develop our business: this increases our competitiveness and allows for generating profit and production growth.
- **Innovation.** We are dynamic and ready for change. Therefore we take the initiative to create new solutions. We want and strive to learn.
- **Quality.** We are professional and helpful, constantly improve our technological processes. We adhere to an active position and provide flexible solutions.
- **Professionalism.** The company operates efficiently, quickly and with high quality. We regularly upgrade the professional skills of our employees.
- **Responsibility.** We make decisions responsibly after assessing their impact on the company, employees, partners, society and the environment. We do not promise what we cannot fulfil.
- **Teamwork.** We work as a team that is pursuing common goals. We believe that teamwork is a key for the company's success.

To ensure the quality of the services provided the company's management regularly:

- Plans, manages and improves the business processes related to the quality of services provided and commitments to customers;
- Analyzes and evaluates customer needs and provides optimal solutions;
- Informs employees about changes of customer and regulatory requirements.
- Upgrades the competence of employees, creates conditions for training and development.
- Encourages the employees' creative initiative, desire to achieve better results and take responsibility for work results;
- Makes employees aware of quality objectives;
- Improves the quality management system, creates conditions for employees to participate in the process on quality enhancing.

UAB Zala Arms operates in accordance with the best world practice, methods and standards that meet the requirements of LST EN ISO 9001: 2015.

Director Valdas Žala