

YIT Corporation Quality Policy

1. YIT's operations are guided by our values, business principles and customer care, which also form the foundation of our quality policy. The content of the quality policy is assessed annually and approved by the Group Management Board.
2. Vision and mission
 - a. Our vision is to create "more life in sustainable cities". We stand out from our competitors by focusing on genuine customer care, visionary urban development, passionate project execution and inspiring leadership.
 - b. According to our mission, we "create better living environments."
3. Purpose of quality policy
 - a. The purpose of having a quality policy is to show our commitment to quality and describe our quality management principles to our personnel and stakeholders.
 - b. Our quality philosophy is based on the premise that quality management must be present in all stages of construction and service processes. Quality covers the entire life cycle of a project, all the way from customer understanding and customer-oriented design to uncompromising implementation, timely and faultless delivery and operation and maintenance instructions.
 - c. Our objective is to guide our operations by ensuring quality, occupational safety, the fulfilment of environmental and social obligations, and the continuous improvement of our operations.
4. YIT's definition of quality
 - a. We achieve quality when a product or service meets customer expectations, involves no flaws and creates a good customer experience.
 - b. Quality is achieved when a flawless product meeting customer expectations is created cost-efficiently and correctly the first time, and the customer is satisfied with the service. Everything is based on compliance with standards and good construction practices.
5. YIT's quality culture
 - a. Quality culture means that everyone at YIT has the right and the obligation to raise quality and occupational safety issues with their superiors if the required conditions are not in place or the quality being produced does not meet the standards. If necessary, everyone has the right to interrupt work.
 - b. Improving quality and cost-efficiency throughout the process is our shared task at YIT, all the way through the product life cycle from customer understanding and design to construction and operation and maintenance manuals.
 - c. The prerequisites for high quality include a quality culture combined with professional pride and well-functioning, constantly up-to-date and evolving processes. We operate within the framework of common operating models, utilising shared tools. Business units ensure that the operating models and tools are used effectively.
 - d. If we make a mistake, we bear the responsibility and correct the mistake we have made.
6. Customer focus, transparency and openness at YIT.
 - a. We strive for the best possible customer experience. We make the everyday lives of our customers easier and more convenient and create "wow" effects. We help customers succeed in their businesses. We recognise and understand the expectations of our customers and measure customer satisfaction. We manage our customers' expectations.

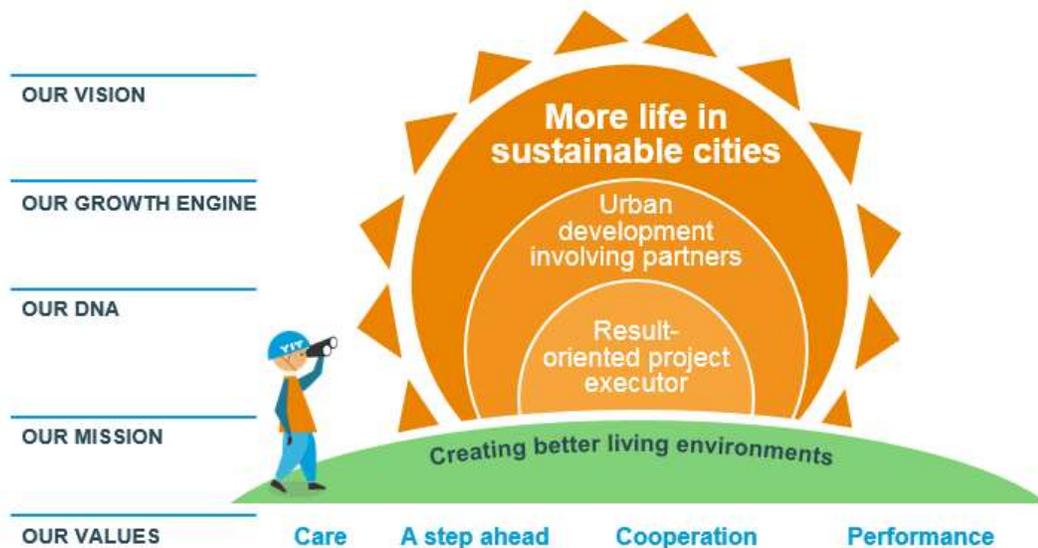
- b. Our processes are always based on a profound understanding of customer needs. We are constantly monitoring the consumer, customer and market trends related to our business; we steer our operations to meet the demand on a long-term basis.
- c. We measure comprehensively the integrity of our products and services. We measure customer satisfaction with the Net Promoter Score. It is the method used globally to measure customer loyalty and the impact of loyalty on the business result.
- d. The customer is at the heart of our operations, so the NPS results are made known to our entire personnel in a transparent manner.
- e. Quality and customer feedback are the key components in our personnel compensation and benefits system.
- f. We promote the common goals of the construction industry to improve quality.

7. Partners

- a. Our goals for high quality and ethically sustainable operations also apply to our partners and subcontractors.
- b. We constantly develop our partnership network through active vendor selection and a feedback process. Together we provide our customers with better products, solutions and services.

8. Continuous improvement of quality

- a. We improve quality through a common framework by involving our personnel and partners to create ever-better high-quality solutions. When choosing solutions, we take into account the viewpoints of the customer, design, production and acquisition.
- b. We deliver added value to our customers and ensure the functionality of our solutions from the point of view of design, production and acquisition.





OUR VALUES	CARE	A STEP AHEAD	COOPERATION	PERFORMANCE
	Responsibility	Customer focus	Trust	Aiming high
	Keeping promises	Creativity	Positive and open mind	Passion to succeed
	Professional pride	Courage	Involving people	High ethics

LEADERSHIP PRINCIPLES		
	· Promote One YIT	· Respect and lead individuals
	· Lead by example	· Stay close to the field
	· Be available, listen	· Set clear targets
	· Give and receive feedback	· Ensure agility

Management is based on key results (MBKR)

Helsinki, 28 August 2017

Kari Kauniskangas

President and CEO