

QUALITY POLICY

Company: SIA **STEAM SPIRIT**
Registration No.: 40203637978
Email: hello@steamspirit.eu
Website: www.steamspirit.eu
Document ID: DOC-QMS-001
Version: v1.0
Status: APPROVED

Valid as of 12.08.2026 | steamspirit.eu

Copyright
©SIA **STEAM SPIRIT**
All rights reserved.

This document may not be copied, reproduced, modified or distributed without prior written permission of SIA **STEAM SPIRIT**, except where publication is required by applicable law.

1. WHO WE ARE

SIA STEAM SPIRIT designs and manufactures premium modular saunas by combining contemporary architecture, natural materials and Nordic sauna traditions.

We believe that quality is more than just the finished product. It begins with well-considered decisions during the design phase, continues through the selection of materials, the manufacturing process and cooperation with suppliers, and is completed only when the customer receives a product that meets both our own and the customer's expectations.

The purpose of this Quality Policy is to define the fundamental principles by which **STEAM SPIRIT** organises its work, makes decisions and continuously develops its products and processes.

We recognise that, as a growing company, we continue to develop our processes and ways of working. Therefore, we regard quality as an ongoing process of development, in which professional responsibility, customer feedback and practical experience play an important role.

This Quality Policy applies to all **STEAM SPIRIT** employees, management, business partners and suppliers involved in the development, manufacture, delivery and customer support of our products.

SIA STEAM SPIRIT

Registration No.

40203637978

Registered Address

Vasaras iela 9-3, Dreilīņi, Stopiņi Parish, Ropaži Municipality, LV-2130, Latvia

Email

hello@steamspirit.eu

Website

www.steamspirit.eu

2. OUR APPROACH TO QUALITY

STEAM SPIRIT regards quality as a continuous process that encompasses every stage of a product's life cycle – from concept and design to manufacturing, delivery and the customer experience.

Our objective is to create products that combine aesthetics, functionality, durability and safety. In making decisions, we strive to choose solutions that provide high added value to the customer and reflect the values of our company.

To achieve this objective, we are guided by the following principles:

- making well-considered technical and commercial decisions;
- using high-quality and proven materials;
- cooperating with reliable suppliers and business partners;
- ensuring careful inspection of products before delivery;
- listening to customer feedback and using it to improve our products and processes;
- continuously developing our knowledge, products and ways of working.

We believe that quality is not a result that is achieved once, but a culture reflected in the Company's daily work and decision-making.

3. PRODUCT QUALITY

STEAM SPIRIT develops products with the objective of ensuring high quality, durability and reliable performance. We believe that product quality is determined not only by its technical characteristics, but also by thoughtful design, the materials used, precision in manufacturing and attention to detail.

In the development and manufacture of our products, we strive to:

- use high-quality and suitable materials;
- select technical solutions that ensure safety, functionality and durability;

- ensure careful manufacturing and assembly;
- inspect each product before it is delivered to the customer;
- continuously improve product design based on practical experience and customer feedback.

We recognise that every product represents a significant investment for our customers. Therefore, we strive to ensure that every **STEAM SPIRIT** product meets our established quality standards and our customers' reasonable expectations.

4. MATERIALS AND BUSINESS PARTNERS

STEAM SPIRIT recognises that product quality is determined not only by our own work, but also by the materials and components used, as well as the professionalism of our business partners.

When selecting materials and suppliers, we give preference to solutions that meet our requirements for quality, functionality, durability and reliability.

In our cooperation with suppliers and business partners, we strive to build long-term, transparent and professional relationships based on mutual trust, responsibility and fair cooperation.

Where non-conformities in the quality of materials or supplied components are identified, we evaluate them and, where necessary, take appropriate measures to prevent their recurrence.

We believe that stable cooperation with reliable business partners is an essential prerequisite for maintaining consistently high product quality.

5. DEVELOPMENT AND CONTINUOUS IMPROVEMENT

STEAM SPIRIT believes that quality develops together with the Company's experience. We regularly evaluate practical experience, customer feedback and suggestions from our business partners in order to improve our products, processes and ways of working.

We encourage open communication throughout the Company and believe that every suggestion contributing to improved quality, efficiency or customer experience is valuable to the Company's development.

In developing our business, we strive to make well-considered decisions based on practical experience, technological developments and customer needs.

We believe that sustainable development is built on the ability to learn, adapt and continuously improve what we do.

6. RESPONSIBILITY

Quality is the responsibility of every member of the **STEAM SPIRIT** team within the scope of their competence and responsibilities. We believe that a quality outcome is the result of teamwork, professional commitment and responsible decision-making.

The Company's management is responsible for implementing this Quality Policy, reviewing it on a regular basis and ensuring the availability of the resources necessary for the Company's development, to the extent appropriate to its stage of growth.

Every employee is encouraged to report identified non-conformities, quality risks or opportunities to improve products and working processes in a timely manner.

We believe that open cooperation, mutual respect and responsibility are essential prerequisites for achieving sustainable quality.

7. REVIEW OF THE QUALITY POLICY

STEAM SPIRIT regularly reviews this Quality Policy to ensure that it remains aligned with the Company's development, business activities and customer needs.

Where necessary, this Policy may be reviewed and updated to reflect practical experience, product development, changes in the Company's operations or applicable legal requirements.

The current version of the Quality Policy is available on the Company's website at www.steamspirit.eu. The effective date of this Policy is indicated on the cover page of the document.