

 DATE	July 23, 2023	 FROM	Ryan Kruyne, CEO
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KOTT Inc. is dedicated to the production and supply of high-quality residential wood trusses. We are committed to delivering exceptional products to our customers while prioritizing the health and safety of our employees, on-site workers, and homeowners. Our Quality Assurance Policy outlines our unwavering commitment to excellence, safety, and continual improvement, in compliance with industry standards and regulations.

Quality Commitment

We pledge to provide our customers with reliable and durable wood roof trusses that meet or exceed industry standards, including TPIC (Truss Plate Institute of Canada) 2019, CSA (Canadian Standards Association) S349, and the general requirements of OSWA (Ontario Structural Wood Association) and CWTA (Canadian Wood Truss Association) NQS (National Quality Standard).

We are committed to using quality materials, modern manufacturing techniques, and stringent quality control processes to ensure the highest standards of product quality.

Health and Safety

We prioritize the health and safety of our employees, workers on site, and homeowners who will occupy the homes we help build.

We strictly adhere to all applicable health and safety regulations in Ontario, including the Occupational Health and Safety Act (OHSA) and its associated regulations.

We maintain a safe working environment, promote safe installation practices on construction sites, and provide necessary personal protective equipment (PPE) to minimize the risk of accidents, injuries, and occupational hazards.

Continual Improvement

We believe in the pursuit of continual improvement to enhance our quality processes, procedures, and products over time.

We regularly review and evaluate our manufacturing techniques, product designs, and quality control systems to identify areas for enhancement and innovation.

We encourage feedback from our employees, customers, and stakeholders to drive innovation, address concerns, and implement effective corrective actions.

Compliance

We are committed to complying with all applicable legal and regulatory requirements related to product quality, health, and safety.

We maintain comprehensive documentation and records to demonstrate compliance, facilitate traceability, and support our commitment to quality assurance, including adherence to TPIC 2019, CWTA "National Quality Standard for Metal Plate Connected Wood Trusses.", CSA S349, and other relevant standards.

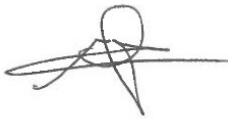
Customer Satisfaction

We place the utmost importance on customer satisfaction and strive to exceed their expectations.

We engage in effective communication with our customers, actively listening to their needs, addressing their concerns, and providing timely and accurate information.

We continuously monitor customer feedback and implement necessary actions to improve our products and services.

At KOTT Inc., we believe that our commitment to quality, safety, and continual improvement, in compliance with industry standards and regulations, sets us apart in the residential wood truss industry. We empower our employees, invest in advanced technologies, and foster a culture of excellence to ensure that every product leaving our facility contributes to the safety and satisfaction of our customers and end-users.

A handwritten signature in black ink, consisting of a stylized 'K' followed by a horizontal line and a diagonal stroke.