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JPT Serco Oy sells, designs and manufactures innovative devices for the year-round maintenance and upkeep of various roads and lanes under the SERCO brand as well as subcontracting products for the metal industry.

Our main products are equipment for professional snow ploughing, grit spreading, levelling, washing and sweeping. Our products are known to be durable, high-quality and reliable, but what really sets us apart from our competition is our flexible and fast service. We have a strong desire to continuously develop our operations and our products to better correspond to the needs of our clients.

To ensure the quality of our products and services, our organisation uses a certified quality management system which we in our organisation call a management system. Our management system fulfils the requirements of the SFS-EN ISO 9001:2015 standard. A good example of the high quality of our operations are our CE marked products, the SERCO work machines.

We aim to be transparent and that is why we want to define the values and goals of our operation in our company policy. Our goals also have measurable indicators defined in our management system.

Determination – *Together towards a goal*

- Using our Finnish persistence and open-mindedness, we develop our operations and products in order to help our clients reach their goals.
- It is important to us to be there for our clients even after the product has been delivered. We offer them a life cycle services which we continuously develop.
- We also invest in the well-being and safety of our staff. We develop the safety of the work environment and the well-being of our staff through.

Openness – *Easy to approach*

- We continuously work close to the customer interface in a flexible and open manner.
- We help and guide our clients and offer them the best solution.
- Our product development is based on the development ideas provided particularly by our clients.

Trustworthiness – *Keeping promises*

- It is important to us that the end-users of our products can rely on the fact that our products do everything that was promised. We test and report on the compliance of the critical functions of all our products.
- We have recognized the importance of supply security as the basis of our customers' competitiveness. So we continuously invest in the improvement of delivery reliability.

In Köyliö 27 February 2024



Managing Director / Juha Kumlander