

## QUALITY POLICY

Nave, September 2017

Having acknowledged the continuous technological development and specific requirements of the industry sector in which it operates, as well as those of its Customers, organisation and stakeholders, RBM S.p.A. intends to consolidate and develop by continuous improvement its established position in the field of "Designing, manufacturing and servicing components for plumbing and heating systems; ball valves for water and gas; radiant heating and conditioning systems; systems for water and heating consumption metering systems; full-plastic and multilayer metal-plastic pipes for the conveyance of fluids and pressurised gas".

To this end, General Management has defined an appropriate "quality policy" for the organisation, which is expressed in:

### Addressing the Customer's needs through:

- Compliance with the required, mandatory and voluntary requirements. Mandatory requirements consist of European Directives and Regulations, the complete list of which is defined in the "List of products subject to mandatory rules" form. The most important ones are Directive 2014/68/EU (Pressure Equipment) and EU Regulation 305/2011 laying down harmonised conditions for marketing of construction products.
- Reliability of product and service.
- Focus on Customer needs.
- Effective application of the "quality system".

### Training and resources, which are the basis for achieving Quality goals.

Employee placement and training, motivation, availability of adequate resources (systems, machinery, inspection and testing equipment, materials), the selection of qualified suppliers, are the strengths of **RBM S.p.A.** for achieving Quality goals.

The key aspects of human resource training are: **culture**, (seen as a change of mindset open to the philosophy of Quality, Occupational Health and Safety, and safeguarding the Environment); **attitude** (i.e. as an approach to Quality and interpersonal relationships); **professionalism** (as a basic and specific knowledge of individual activities); **action** (seen as the ability to carry out one's duties independently).

**Strategy and improvement.** General Management lays down the quality objectives, which it periodically reviews to assess their relevance and effectiveness for the purpose of continuous improvement and reviewing its quality policy

The objectives are only achieved with the cooperation of all company departments, pursuing consistency between the objectives of each area and global ones.

Continuous improvement is fundamental, and it can be achieved through the improvement of projects, operating processes, organisation, professionalism and culture, as well as through the reduction of non-conformities, the elimination of defects, and reduction of "non-quality" costs.

### Focus on occupational health and safety and environmental protection through:

- Compliance, within this framework, with the legal and regulatory requirements and their updates.
- Operational management, including the upgrading of machinery and equipment, which assures good governance of one's processes for the purposes of workplace health and safety and environment protection.
- Industrial waste management, reducing their generation to the minimum.
- Protection of resources through energy savings and separate waste collection.
- Personnel training, awareness raising and commitment to implement environmentally-sound operating behaviour, focused on occupational health and safety.

**Compliance with the Corporate Code of Ethics**, which is a set of values, that should inspire all those who operate, cooperate with and act for RBM S.p.A. when conducting business and in the course of company activities. The main aspects considered concern:

- General principles of conduct.
- Relations with business counterparts and third parties.
- Conflicts of interest.
- Use of company assets.
- Information management.
- Occupational health and safety and environmental protection.
- Reports.

The set of actions referred to in the policy are the prerequisite fostering the acquisition of broader market shares and Customer loyalty.

The Quality System, harmonised in the letter and intent of standard ISO 9001: 2015, is the tool required to assure achievement of the Quality objectives, continuous improvement, compliance with the requirements of Directive 2014/68/EU (PED), and of EU Regulation 305/2011.

It describes and defines:

- ORGANISATION AND RESOURCES
- PROCEDURES AND RULES
- RESPONSIBILITIES

The "Quality System" and "Quality Policy" are periodically reviewed by General Management to assess their ongoing suitability and possible improvement.

General Management appoints the Quality Management Service Manager (RGQ) and grants them the authority and means to implement the Quality System.

**They represent the Customer within the company with respect to other company departments.**

General Management supports the application, improvement and development of the Quality System and strives to ensure the quality management principles contained in the respective documents are disseminated, understood and shared by all the organisation's employees and associates.

General Manager (Mr. Guido Bossini)

