



QUALITY POLICY

Codroipo, 28 January 2019

Dear colleagues,

RHOSS Spa provides quality goods designed for environmental comfort, making them available and accessible thanks to the advanced technological and organisational level achieved, and, above all, to the committed, reliable and dedicated approach that RHOSS personnel take to their job every day.

The organisation and operations of the business are based on a Quality Management System. This system consists of well-defined processes applied in a systematic, planned and documented manner, with the following purposes:

1. Operate on the market, improving management results.
2. Monitor and optimise processes, correcting non-conformities due to waste and defects in order to continuously improve performance.
3. Guarantee a suitable ethical conduct to all personnel and clients.
4. Obtain full satisfaction from the client and all the stakeholders.

The Quality System implemented today with the new ISO 9001-2015 version, makes use of the rules and practices established and agreed with the entire Organisation, formalising specific documents and procedures which must guide every company role in performing their activities, so as to guarantee the following goals:

Improvement of product quality through the design and operational consolidation of production and of the activities carried out.

- Optimising costs and minimising waste.

Conducting the process in compliance with the legal standards in force on safety, ethics, ecology and suitability for the final use of the product.

Enhance the sensitivity of operating personnel to Quality issues, making them aware of the importance of their activity with respect to the inputs and expectations of the customer.

We are convinced that Quality is the lone road which leads to the expected and long-lasting result: this is why all personnel are requested to share and pursue the objectives established by Management.

Management will review the Quality System at set intervals, to constantly ensure its adequacy and effectiveness in meeting the requirements of the relative regulations and standards, as well as the established improvement policy and objectives, relating mainly to design and production. On its part, it also guarantees the necessary support both in terms of participation and of appropriate investments which, also thanks to the new corporate structure with the insertion of the multinational NIBE, it continues to encourage.

Best regards

RHOSS SPA GENERAL MANAGEMENT
Maurizio Marchesini