



STERIVALVES
Process Advantage

POLICY FOR QUALITY, HEALTH AND SAFETY AT WORK

STERIVALVES S.r.l., a leading manufacturer of butterfly valves in stainless steel for food and pharmaceutical industry, was founded with the intention of providing high quality products and services, thanks to a wide experience gained in these areas, which allows the technical staff of Sterivalves s.r.l. to examine and resolve customer problems, with innovative and original ideas.

The work of our organization is founded on certain principles, the observance of which, we believe, it is an indispensable condition to excel on the market in terms of quality and originality of the products, but also ensuring the necessary strength even after every delivery. In other words our organization wants to excel and maintain its market position and this can only be guaranteed with a management that goes beyond product development.

That's why our guiding principles are:

1. Compliance with all legal regulations concerning products and safety in the workplace, through a continuous updating and an accurate assessment of any new legislation,
2. Prevention of accidents and occupational diseases through ongoing identification of hazards and appropriate risk assessment in order to identify appropriate measures of operational control,
3. A self commitment to a continuous improvement, in terms of performance of health and safety at work, products, management and efficiency of activities, through participation, consultation and involvement of staff, analysis of indicators, corrective and preventive actions, etc.,
4. Staff training,
5. Outsourcing of some steps of production to ensure maximum flexibility of processing and involvement of suppliers in partnerships to ensure product quality and on time delivery,
6. Continuous search for new customers
7. Clarity and Transparency in the relationship with the customer and his involvement in valves customization in order to grant customer demand.
8. Rapid response and reliability in the delivery date
9. Research and development of innovative products
10. Constant monitoring of customer satisfaction to improve the product, and provide new opportunities
11. Managing disruptions that may occur through the recognition of customer complaints
12. Analysis and management of non-conformities found in the planning of corrective actions and preventive

The systematic improvement, based on listening to customers, suppliers and their staff, must therefore be the reference point for all activities.

Upper Management will evaluate each year, during the periodic reviews of the integrated system, the effectiveness of business processes, based on the identified indicators for monitoring and measurable targets, to make the Company Policy concrete.

Lucca, January 1, 2011

Managing Director