

In order to guarantee the maximum level of satisfaction for our Customers, and more in general, for all stakeholder, RPS s.r.l. Management defines the following principles to guide its Quality Policy.

FOCUS ON CUSTOMERS AND THE STAKEHOLDERS

We **commit to understand** the needs of our customers, and possible interested parties, to plan our activities for their utmost satisfaction. Equally, we work in compliance with the requests and market requirements of the target country where we operate, in compliance with the laws and guidelines of all parties involved in the processes evaluated as critical.

INVOLVEMENT OF EMPLOYEES AND OF ASSOCIATES

We are aware that the involvement of our employees is a **key strategic element**, together with the active participation of all associates. Supporting the development of internal professionals and the careful selection of external collaborators is integral part of the history and the future of RPS. The aim is to be equipped with expert and motivated human resources.

COLLABORATIVE PARTNERSHIP WITH ITS SUPPLIERS

We acknowledge that the importance of the collaboration with suppliers of strategic materials is key in the satisfaction of our customers. It is our intention to keep and to **continue to build** this type of relationship with our suppliers.

CONTINUOUS IMPROVEMENT

Recognising how change is at the core of the life of our company, as well as RPS is made by people promoting change, we support:

- The **improvement in waste management**, by identifying the ways in which reducing the misuse of natural resources and of scrap materials, by favouring the different modes of waste sorting with the aim of recycling the materials;
- The **reduction of consumption** by researching and applying technologies promoting its rational use;
- The adoption of **organisational and technological processes** promoting the **quality improvement** also in technical and economic terms, by favouring the employment of chemical products with low environmental impact and technologies allowing consumption reduction.

LEADERSHIP

We **undertake the responsibility** for the efficiency of the Integrated Management System for Quality and Environment, by making available all the useful resources and making sure that all planned targets are compatible with the context and with the strategic direction.