VITROHM POLICIES

VITROHM

VITROHM MISSION

Guarantee excellence in the Quality and Delivery Time of products and services, maximizing value for our stakeholders, ensuring the business sustainability.

VITROHM OBJECTIVES

In order to maintain a continuous improvement of the Quality Management System effectiveness, VITROHM establishes its objectives in a systematic way integrated with the implemented strategy and policies.

The objectives are defined annually during a Management meeting. Whenever possible, the objectives are set with the Quality Management System review.

VITROHM evaluates and monitor the objectives' fulfillment, as well as other indicators considered relevant, such as the number of complaints, the results of the System's internal audits, corrective and preventive actions and processes indicators.

Our spirit and culture are clearly present in our management policy, services and on our objectives, which are:

- Support a sustained growth through the reinforcement of capacities, search for new clients and ensure our clients' loyalty;
- Assure top Quality in all our products and services;
- Implement an adequate rationalization of the existing resources;
- Promote employees training programs and experience.

QUALITY DEFINITION POLICY

VITROHM is a quality certified company in conformance with the Standard ISO 9001:2008 since 1994.
The Quality Policy definition is considered an essential objective of our company, in order to guarantee our products' Quality Assurance and the satisfaction of our clients' needs.

The Quality Manual describes the Quality Management System implemented. With its application, it is assured that the organizational, sales and technical activities that influence product quality are strategically planned, supervised and controlled to meet the contractual client's demands.

Through this statement, Management Board and all VITROHM employees are committed to execute their tasks in conformity with the current Quality Manual descriptions, to maintain the high quality standards of our products and services.

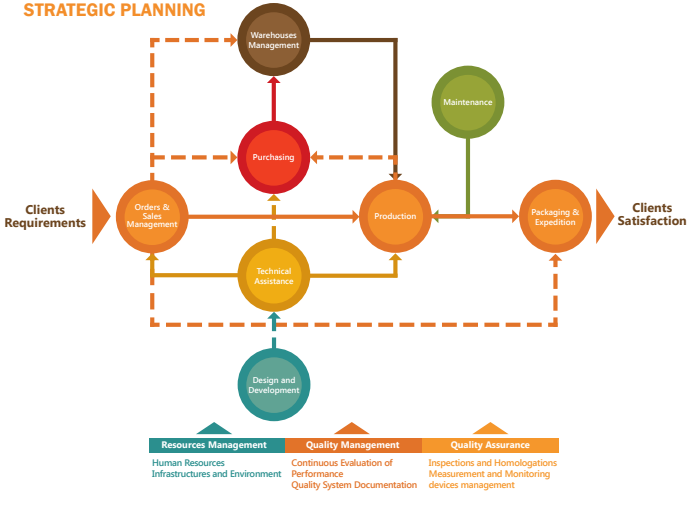
One of the most important tasks is to avoid defects and implement preventive actions which aim to reduce defects occurence probability. VITROHM aims to permanently improve its products and services quality through its knowledge and technical know-how.

QUALITY SYSTEM

Our main goal is to maintain a high clients' satisfaction level according to our products and services' high quality standards. Each employee has, as responsible for his department or area, quality assurance tasks to implement. He has the duty to execute these tasks respecting the previously set standards and specifications. It is the responsibility of each sector leader that the objectives and procedures described in the Quality Manual are carried out and released.

In all company areas, adequate qualified personnel executes the necessary work. The quality of our products is attained through the planning of all needed actions, before and during the manufacturing process, as well as by systematic control of all processes when manufacturing the products, in compliance with the respective standards, specifications and legal requirements.

STRATEGIC PLANNING



HEALTH AND SAFETY

DEFINITION

POLICY

PREVENTION

VITROHM believes that, in general, all accidents can be prevented. To do so, it is necessary to apply effective techniques for danger identification, risk assessment and control, involving all employees.

Experience shows that investing in prevention allows us to have safer and healthier workplaces and a cleaner environment. It allows us to save time since problems are detected in time and can be solved before they become accidents.

EMPLOYEES PARTICIPATION

VITROHM firmly believes that health and safety in work can only be obtained by everybody's commitment, in an environment where safety is considered by everyone an essential issue to execute their tasks. Every employee involvment is required, at all levels, as well as a profound knowledge about safety matters related to each one's functions.

Since VITROHM presents the necessary means, employees are responsible for abiding by safety standards, methods and procedures, as well as work instructions established in the company. It is essential that they are aware of the reality that surrounds them which will allow them to recognize and avoid risk situations.

TOP AND INTERMEDIATE MANAGEMENT PARTICIPATION

All top and intermediate management elements should permanently monitor the areas and sectors that are their responsability, in order to identify defective safety practices or conditions that may exist, and quickly enforce the adequate corrective actions.

PROTECTION

VITROHM adopts all the necessary measures to ensure the protection of its employees.

LEGAL REQUIREMENTS ABIDANCE

VITROHM compromises itself to abide legal requirements that are applicable to its activity, in order to eliminate or control any foreseeable danger that may threaten the assets, equipment or the environment, or may cause any damage or affect, in any manner, its employees.

CONTINUAL IMPROVEMENT

It is also a commitment of VITROHM's management to promote and improve in a continuous and verifiable manner, the health and safety of all its employees, assets and equipment safety and environment protection.

ENVIRONMENTAL DEFINITION POLICY

Environment preservation is an obligation of everyone that collaborate with the company, due to legal and world community requirements. VITROHM, by declaring itself Environment Friendly, assumes environment correct management commitment through:

- Abiding by the applicable legislation and regulation;
- Substances forbidden by law are not applicable;
- Used facilities suitability improvement;
- Implementation of a rigorous processes policy;
- Management systems and procedures implementation that are specifically conceived to avoid activities and/or conditions that threaten the Environment;
- Reduction of environmental resources waste, namely those that are not renewable;
- Assessment and reduction of emissions that affect the atmosphere, soil or water courses;
- Procedures elaboration and implementation in order to face emergency situations;
- Concern in the search of innovative equipment, processes, products and services that contribute towards Environment preservation;
- Involvement of all collaborators, suppliers and clients in this commitment, in order to fulfil the established objectives.

TARGET FROM ALL
TO ALL

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