



QUALITY POLICY

The Quality Policy definition is considered an essential objective of our company, in order to assure our products' Quality Assurance, and the satisfaction of our clients' expectations. The Quality Manual describes the Quality System. With its application, it is assured

that the organizational, commercial and technical activities that influence product quality are planned, directed and controlled, and that the contractual demands are enforced.

Through this statement, Management makes all of VITROHM PORTUGUESA workers execute their tasks in conformity with the current Quality Manual descriptions, in order to assure that the quality of VITROHM PORTUGUESA products and services match demands.

Our main objective is clients' satisfaction due to the quality of our products and services. Each worker has, in his individual area, quality assurance tasks to do. He has the duty to execute these tasks in accordance with the previously set standards and specifications. It is the responsibility of each sector leader that the objectives and procedures described in this Quality Manual are carried out and divulged.

In all company areas, adequately 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 a systematic control of all processes when manufacturing the products, abiding by the respective standards, specifications and legal requirements.

The first plan of all our activities is to avoid defects and comprehends preventive actions que aim to reduce the defects occurrence probability. Quality's main objective is defect prevention. We aim to permanently improve our products and services' quality through our knowledge and broaden our market

VITROHM PORTUGUESA's Quality Manager Representative has authorization and full powers for the execution of his tasks.

QUALITY
Target from All
to All



ENVIRONMENTAL POLICY

Environment preservation is an obligation of everyone that collaborates with the company, due to legal requirements and World Community. In its vision towards the environment, VITROHM PORTUGUESA, 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.

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HEALTH AND SAFETY POLICY

Prevention

VITROHM PORTUGUESA believes that, in general, all accidents can be prevented. To do so, it is necessary to apply effective techniques for danger identification and risk assessment and control, and, mainly, the participation of all of the company's collaborators.

Experience shows that investment in prevention is translated, not only in safer and healthier workplaces and a cleaner environment, but also in a significant saving, since problems are identified and can be solved before they manifest themselves as accidents.

Collaborators Participation

VITROHM PORTUGUESA firmly believes that health and safety in the workplace can only be obtained by everybody's commitment, in an environment where safety is considered by everyone as an essential concern in executing their tasks, and therefore, every collaborator involvement is required, at all levels, as well as a profound knowledge of Safety matters related with each one's functions.

Since VITROHM PORTUGUESA presents the necessary means, collaborators 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 elements with top and intermediate management functions should permanently monitor the areas and sectors that are their responsibility, in order to identify defective safety practices or conditions, that may exist, and quickly enforce the adequate corrective actions.

Protection

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

Legal Requirements Abidance

VITROHM PORTUGUESA 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 collaborators.

Continual Improvement

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



Processes Identification

VITROHM PORTUGUESA defined a management system for the processes needed to ensure its products conformity through the whole abidance of its clients' requirements and expectations. Processes implementation is done based on the Quality System definition, duly documented and implemented. VITROHM PORTUGUESA considered the existence of the following processes in its activity



Identification

Administrative Procedure Specification

EPA001	Document Control
EPA002	Records Control
EPA003	Internal Audits
EPA004	Corrective and Preventive Actions
EPA005	Nom Conformed Product Control
EPA006	Resources Management
EPA007	Training and Practice
EPA008	Monitoring and Measuring Devices Control
EPA009	Monitoring and Measuring devices Calibration
EPA010	Subcontracted Product Inspection
EPA011	Subassemblies and Final Product Inspection
EPA012	Materials Homologations
EPA013	Orders and Sales Management
EPA014	Suppliers Purchasing
EPA015	Suppliers Management
EPA016	Purchasing Management
EPA017	Warehouses Management
EPA018	Production Management
EPA019	Production Outsourcing
EPA020	Maintenance Management
EPA021	Finished Product Use
EPA022	Finished Product Packaging and Expedition
EPA023	Technical Assistance



Mission and Objectives

Since the beginning of its activity, VITROHM PORTUGUESA intends to give its clients a set of capabilities such as Quality and Time of Delivery.

In order to maintain the continual improvement of the Quality System effectiveness, VITROHM PORTUGUESA establishes its objectives in a systematic way, with those objectives being goals which the company proposes to achieve, integrated with the enforced strategy and policies.

The objectives are defined annually in a Management meeting. Whenever possible, the definition of objectives is matched with the Quality System review.

VITROHM PORTUGUESA evaluates and accompanies the fulfilment of its objectives, as well as other indicators considered relevant, such as number of complaints evolution, results of internal audits to the System, corrective and preventive actions, and Processes indicators.

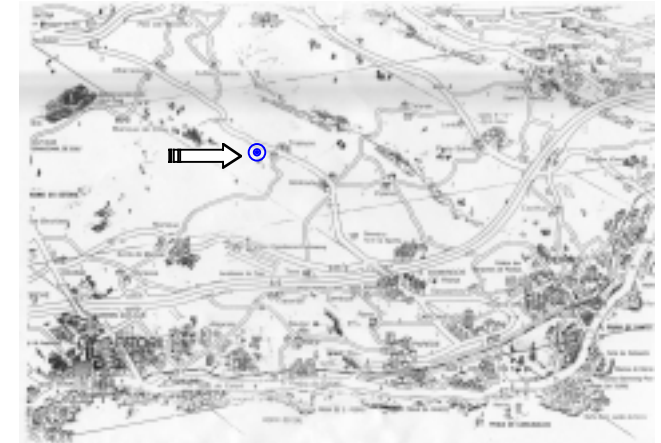
PORTUGUESA introduced in its management policy its own spirit and culture, including the company's various services and functions as a whole, and is currently achieving some of its objectives, from which the following can be pointed out:

- sustained growth, through the reinforcement of capacities, the search for new clients and assuring the loyalty of current clients,
- assuring top Quality in all its products,
- adequate rationalization of the available means,
- promoting collaborators training and experience.

It is intended that VITROHM PORTUGUESA stands out for its culture and recognized technical and human capabilities, bearing in mind the satisfaction of client needs and their loyalty, through a set of products able to **satisfy in an excellent manner clients' requirements and expectations.**



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