

## Quality Policy

### Our vision



To be  
at the heart  
of your life.



### Our mission



Committed to  
our partners  
to create and deliver  
the most indispensable  
materials and services.



## Scope

This policy applies to all Resinex entities and Ravago Distribution Center NV.

## Policy

- Satisfied customers are the basis upon which our company has been built and we have the ambition to continuously improve our Customer Service to be an expanding, sustainable and profitable business.
- The CRM, Customer Relationship Management, is put in place to ensure we have a detailed and structured overview of all the background information and customer requirements.
- Through centralized Supply Chain activities, we want to optimize costs, increase operational efficiency and create a more effective relationship with our suppliers.
- The consolidation of administrative functions within the Ravago Group such as invoice handling, reporting, IT management, Legal and Human Resources leads to cost savings and improve the operational efficiency.
- Quality objectives are based on the overall commercial and service objectives of the business. These objectives are set once per year and will be routinely reviewed to ensure they reflect the evolving needs of our company and to continue satisfy our customers' requirements as they are our main focus.
- We also commit to invest in our people and create a safe and inspiring professional environment where employees can thrive by growing, feeling good and by learning. Our human focus involves a respectful and thoughtful approach towards people, both internally and externally. Every single employee contributes to create a trusted, safe and collaborative environment that incorporates ethical behaviour, caring for each other's well-being, and respect for all aspects of diversity. The personal approach toward employees and other stakeholders enables the long-term relationships on which our company is built.
- In each role in our company, we put our partners first, as we believe they are key in what we do. We are a one stop shop for our partner's needs.
- We are committed to continually improve the effectiveness of our Quality Management System in compliance with the ISO 9001:2015 standard by conducting regular audits. All members of the organisation are to recognise their responsibilities towards Quality and to implement the service level to a standard which accomplishes the company mission.
- The Quality Policy is communicated and available for all employees in the company. Additionally, it is periodically reviewed to satisfy the business requirements.
- Our company complies with local and national laws, as well as with statutory and industry regulatory requirements.



**Herwig del Favero**  
Head of Operations