



## QUALITY POLICY

WE, ROCA BULGARIA AD, as part of the international company ROCA, design, produce and sell sanitary ware and offer concepts and solutions that are suitable for any bathroom, in accordance with the needs and requirements of our customers, at an optimal price and with minimal impact on the environment.

Achieving the company's goals is the direct responsibility of the entire management team and all employees, led by the CEO, which guarantees taking of appropriate actions throughout the organization and a commitment to:

- meeting the demands of customers and all interested parties in accordance with the applicable legal and regulatory requirements;
- continuous improvement of the quality management system.

The entire organization is focused to achieve the company's goals and policies by following the following principles:

- (1) **Customer focus:** Understanding within the organization the importance of meeting the demands and expectations of customers, providing high quality products with modern design and efficient functionality in the shortest possible delivery times, complying with all applicable legal and regulatory requirements;
- (2) **Leadership:** Providing the resources that are necessary for the functioning of processes and of the quality management system in terms of economic efficiency; Defining the goals in terms of quality, consistent with the policy of the organization;
- (3) **Employee involvement:** Employee awareness of the impact on the product quality by the activities carried out, participation in the continuous efforts and ambitions for manufacturing all products, competitive on domestic and international market;
- (4) **Process approach:** In order to achieve results, all activities in the company are bound to managed processes, for which is assured improvement of employee's qualification through participation in internal and external training is needed;
- (5) **Continuous improvement:** Policy deployment in terms of quality and its continuous innovation, as well as striving for continuous improvement is one of the key company's commitments.  
Continuous performance improvement is also planned by modernizing the production capacities with investments for improving the product quality and productivity.
- (6) **Making decisions based on facts,** is achieved by direct managing, based on analyzes of processes and performances;
- (7) **Mutually beneficial relationships with suppliers:** The main principle is the effort to build a partnership, based on mutually beneficial relationships.

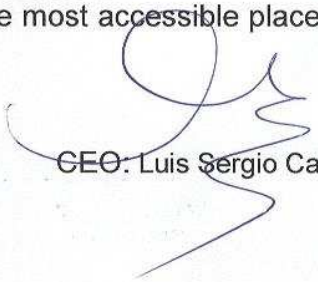
Our products are in accordance with: the harmonized EU standards, all legal requirements in the country, the relevant international standards and are manufactured with a quality management system according to **EN ISO 9001:2015**.

The quality policy is explained to all employees, in order to be understood.

Copies of the policy are distributed in every department and in the most accessible places of the factory, as well as on the company's websites:

**[www.fayans.bg](http://www.fayans.bg) и [www.roca.com](http://www.roca.com)**

Valid from: March 2017

  
CEO: Luis Sergio Castro