QUALITY POLICY

MAPEI India aims to improve and consolidate its position as Indian leader in the development, production, marketing and technical assistance of chemical products and systems solutions for building and industry.

In order to achieve this goal, with long-lasting and sustainable results, the Management has defined the Quality Policy described below:

ORIENTATION AND ATTENTION TO THE SATISFACTION OF CUSTOMERS AND STAKEHOLDERS

- To identify customer requirements in order to develop services and innovative products that meet their current needs and anticipate their future requirements.

COMMITMENT TO IMPROVEMENT AND INNOVATION

- To anticipate market developments, being always at the forefront.
- To integrate into the business culture the aptitude for improvement, understood as the development of knowledge and skills of employees and as innovation of products and services.
- To provide information and training activities for staff, operators and customers.

FOCUS ON PROCESSES, GOALS AND RESULTS

- To manage the processes based on the PDCA (Plan, Do, Check, Act) approach and evaluate their adequacy in order to ensure the achievement of the goals with an efficient use of resources.
- To take decisions based on analysis and evaluation of data and information on market situation, performance of processes and products.

GROWTH AND INVOLVEMENT OF STAFF

- To create and maintain a “Winning team spirit” with all employees collectively working towards achieving customer satisfaction and company objectives.
- Training, engaging and qualifying employees to grow with the growth of the organisation.

HEALTH AND SAFETY CULTURE

- To be aware and respectful of current legislation on protection of the environment and on the health and safety of all functions connected with the Company’s activities.

RESPONSIBILITY TOWARDS THE COMMUNITY

- Safeguarding natural resources through planning activities aimed at environmental sustainability and social responsibility.

BEHAVIOUR CONSISTENT WITH THE ETHICAL CODE

- Respect the principles expressed in the Ethical Code, which constitutes, the "Charter of value" of the Group, to which all employees should refer to conduct activities and relationships with stakeholders (customers, suppliers, consultants, public administration, employees, etc.).

Date: 10.11.2017

Managing Director