

QHSE POLICY GAVILAR	No. : 01-B-005
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**VISION**

gAvilar B.V. focuses primarily on the market for gas distribution. Our core activity is the development, production and sales of gas control equipment. We are among the market leaders in this field and we maintain this position through continuous innovation and efficiency improvement.

**MISSION**

gAvilar B.V. strives for absolute customer satisfaction. We deliver products and knowledge to our customers in order to deal with the various network pressures efficiently and responsibly. Safety at all levels (products, services, employees, ...) is always at the forefront and is uncompromisingly pursued.

**CSR**

gAvilar B.V. embraces the principles of Corporate Social Responsibility (CSR) and wants to create value in economic (Profit), ecological (Planet) and social (People) areas. We not only respect laws and regulations but also go further and comply with the requirements of the standards that are certified, ie. ISO 9001, ISO 14001, VCA, Scios. In addition, we are certified according to step 3 of the CO2-performance ladder.

**MANAGEMENT DECLARATION**

Quality is central to the vision and mission of gAvilar. Absolute customer satisfaction and maintaining a market leader position can only be achieved if the quality is guaranteed in the broadest sense of the word and we are able to work with changing requirements from our own organization, the market, legislation and regulations.

The long-term success of gAvilar depends on our ability to continually improve our products and services on the basis of the wishes of the customer, while protecting the employees and working on the sustainability of our operations. This is an obligation that is in the interests of our employees, our customers and our shareholders.

In this light, gAvilar uses a system in the field of quality (Quality), health (Health), safety (Safety) and environment (Environment); or a QHSE system. QHSE is a responsibility of management, with an active commitment and support from every employee. We aim for:

- Assurance of the quality of our products and services;
- Protection of the health, safety and property of our employees, our customers, our suppliers and / or third parties;
- Protecting the environment in the society in which we live and work;
- Reduce energy consumption as much as possible.

The QHSE policy naturally complies with the prevailing legislation and regulations.

The Board of Directors of gAvilar B.V. hereby declares that the QHSE system applies to all its employees.

Dordrecht, juni 2020

P. Klijs  
Director Operations



A. Visser  
Director Sales & Marketing



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## QHSE POLICY

In recent years, much has been done within gAvilar in the field of quality management, environment and safety. These efforts have already yielded various certifications, such as ISO 9001 (in 2012), ISO 14001 (in 2013) and VCA \* (in 2012). VCA is a Safety Checklist for Subcontractors. In 2014 these systems were integrated and the PED / GAR and SCIOS certification were added to this. SCIOS is a licence to inspect indoor gasinstallations. In 2015 we certified ourselves for step 3 of the CO2 performance ladder and since July 2016 we are in possession of the FIRA CSR certificate. In 2017, the certification was expanded with MID and ATEX.

### ➤ **Continuity through constant improvement**

The constant improvement of the product range is best translated into the ever better meeting the wishes of the customer. This can therefore be measured in the form of customer satisfaction. We measure and analyze the important KPI's every month, namely supply reliability and reactivity and information during customer visits to overall satisfaction and possible improvements.

### ➤ **Ensuring the quality of our products and services**

"Our quality has to be in line with the expectations of" our customers ". It is a mix of product characteristics, service (including delivery performance) around it and price. Even a correct complaint handling can contribute to a positive image about our organization. By innovating on products and processes, the changing expectations of our customers can be monitored and by controlling the central and supporting processes in the organization, the quality of the delivered product is guaranteed. Both the final control of the production and the knowledge and functioning level of the employees play a crucial role in this.

### ➤ **Protecting the health, safety and property of our employees, our customers, our suppliers and / or third parties**

gAvilar has a preventive policy in these areas that initially focuses on the source:

- Do we use machines and installations that are energy efficient, safe and produce low noiseproduction?
- Do we exclude dangerous situations?
- Are we replacing hazardous substances with less harmful substances?
- Do we do everything to prevent incidents?

We then try to control the remaining risky situations by providing the people who are dealing with them with the necessary knowledge (through procedures and work instructions and offering training) and personal protective equipment .

Our policy focuses on the complete exclusion of accidents, environmental incidents or risky situations. Should such a situation nevertheless occur, our policy is aimed at registering reports of risks and (near) accidents, both within the company and outside on third party locations. These notifications are necessary to take immediate corrective measures, but also to identify trends for taking preventive measures.

### ➤ **Protecting the environment in the society in which we live and work.**

Since March 2013, gAvilar has an ISO 14001-certified environmental management system. This confirms that the method of gAvilar complies with the prevailing environmental legislation and regulations and that the organization, through its QHSE policy, wants to continually improve environmental awareness.

gAvilar embraces the principles of Corporate Social Responsibility and wants to create value in economic (Profit), ecological (Planet) and social (People) areas. We not only respect laws and regulations, but we go further.

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Data on all these objectives / result areas are included in the management processes, by carrying out internal audits and by trend analyzes of the recorded data. The latter are a fixed component of the management review from which the QHSE policy and the QHSE objectives are derived each year.

The described QHSE system meets the following standards and guidelines:

- NEN-EN-ISO 9001:2015
- NEN-EN-ISO 14001:2015
- VCA\* 2008/5.1
- PED 2014/68/EU, module D, category IV
- GAR (EU) 2016/426
- SCIOS 2010
- MID 2014/32/EU Module D, Annex IV
- ATEX 2014/34/EU Module D
- EN 88 and PRS/3

The quality plans for the quality certificates for Regulators and Meter brackets are based on the Kiwa - Gastec Inspection requirements 11 and 165.

## SCOPE

The quality assurance systems according to the above standards are certified with the scope of application:

- Client-specific design, assembly and sale of measurement and control systems for gas distribution or parts thereof.
- Service of the mentioned products.

Specifically for SCIOS:

- First or special inspection (EBI), scopes 7a and 7b.
- Periodic inspection / inspection (PI), scopes 7a and 7b.