



Integrated Quality Policy

General

- "Dorot Control Management Valves" is a leading manufacturing organization that expertise with experience of over 70 years – successfully focusing the markets in Israel and worldwide. The company specializes in developing, manufacturing and marketing water solutions for a wide variety of uses and applications, while ensuring compliance with international standards. The products of the organization provide solutions for the following areas: waterworks systems in civil engineering, industry, water meters, agriculture and gardening.
- The company focusing quality, safety and environment as a strategic issue, with highest value. These goals are designed to ensure reliable service to the customer and meet his requirements, thereby achieving his full satisfaction while protecting the environment and the safety, health and hygiene of the employees.
- " Dorot Control Management Valves " is committed to constantly improving the quality management system by improving processes, ensuring employee competency, matching resources and complying with legal requirements, emphasizes its commitment to provide high quality products and services at prices that meet customer expectations, Including the understanding of relevant needs, demands and expectations of relevant interested parties.

Quality Goals

The quality goals Shall be determined each year separately, by the CEO, and will be published once a year.

The quality goals Shall meet ISO 9001: 2015, ISO 14001 & ISO 45001 requirements, if necessary, the CEO will approve the update of the quality goals during the year.

Policy highlights

The Company sees the quality of its products and services as follows:

- Full compliance with legal requirements for workers' safety, hygiene and environment.
- Compliance with Israeli and international standards in their latest edition, as follows:
ISO 9001: 2015, ISO 14001, ISO45001.
- Working according to the customer's instructions, full identification of the customer's requirements, a professional response to the customer's needs, and a commitment to meet his clear and meaningful requirements for the customer and all relevant interested parties.
- Compliance with technological requirements, so that its products will be competitive with or similar products in the market, while saving the product's quality, environmental protection, safety and health of employees.
- Overall quality management and constant maintaining process improvement.
- Immediate response without delay to a customer complaint, through examination of the details of the complaint and providing a solution and preventive actions.
- Systematic prevention of defects, hazards and minimizing any potential Safety and/or environmental hazards/risk
- Continuous improvement based on investigating failures, successes and implementing corrective actions.
- Educate and Certificate of company employees in order to ensure full understanding of customer requirements, needs and wishes. Implementation of quality, safety and environment policy principles and the objectives of the procedures relating to his position, as well as laws, standards, effective and efficient functioning.
- Establishing trade relations with suppliers based on trust and mutual benefits, which will ensure the required quality supplies.
- Setting a Quality, Safety and Environmental policy with clear targets
- Collaboration and consultation with the employees in order to promote Quality, Safety and environmental issues
- This policy will be reviewed and approved once a year, in a management review, during changes in the organization and its surroundings, distributed to employees and available to relevant interested parties.

CEO

Guy Sagie

DATE

Feb' 2021

