

# MANAGEMENT



## Global IMS Policy (EN)

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**Responsible:** Management Board  
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**Confidentiality:** *public*

## IMS POLICY

**Scope:** All sites

RHI is a world's leading producer of high-quality ceramic refractory products, services and system solutions which are needed in industrial high-temperature processes above 1200° Celsius. Customers are to be found in the global key industries of iron and steel, cement, lime, glass, non-ferrous metals, environment, energy and chemistry. Innovative and tailored refractory products and system solutions allow customers to raise the added value in their own production processes.

A high level of backwards integration with refractory raw materials and a global network with 30 production plants and more than 70 sales and service locations are the basis for fast availability and optimal application of all products and services. RHI pursues the goal of continuously strengthening its market leadership and improving profitability.

Meeting the requirements of our stakeholders with respect to quality, service and safety in all relevant processes and products is the basis of our entrepreneurial activities. An integrated management system (IMS) for quality management, occupational safety, environmental and health protection has been instituted as a comprehensive, company-wide instrument.

### Quality Policy

As a world market leader, RHI has defined quality as its uppermost priority: in raw materials, in products and services as well as in flexibly fulfilling customer-specific requirements.

Our high expectations on market-specific grades and qualities are possible due to our continuous improvement on the effectiveness and stability of our value chain processes – worldwide. Driven by innovations and continuous improvements of our products and services based on our long-term development competence, reliable relationships with our customers are established and maintained. This requires the availability of high-quality inbound and external raw materials, possible due to reliable partnerships to our suppliers.

It is our aim to use market opportunities by providing customer-specific quality, to improve the current market position and to strengthen our profit situation sustainably. This is possible due to dealing responsibly with our well-qualified employees. A high degree of employee satisfaction is ensured, among other things, by actively involving employees in relevant decisions as well as by providing extensive training programs to

60.06.118935	<b>IMS Policy</b>	002/06.2017
	Page 2 of 4	<b>manually controlled copy</b>

enhance technical and personal competences. These measures represent a strategic element in the medium-term development of the organisation.

## Environmental Policy

RHI is committed to sustainable management and always considers social, ecological and economic aspects when meeting process and customer requirements.

Refractory products are indispensable for the production of steel, cement, glass and a great number of other products made in high-temperature processes. The production of refractories is energy-intensive and involves material- and process-related emissions. Against this backdrop, RHI is committed to the protection of the environment. RHI takes great efforts to make production as resource-friendly and energy-efficient as possible and to avoid pollution. In this context, great importance is attached to recycling.

For RHI it is a matter of course to comply with legal obligations and other requirements regarding environmental aspects. Specialists in research and development, technology and production operate in a global network in order to minimize environmental impacts. Use of raw materials and additives is guided by ecological criteria, to the extent that this is economically viable. The objective is to minimize the “environmental footprint” as far as possible, through continuous and sustainable development. In all organizational units, environmental impacts are periodically reviewed and assessed. In a continuous improvement process environmental objectives are derived from the result.

## Occupational Health and Safety

A large number of laws, regulations and guidelines – of national, European and international origin – form the legal framework for occupational safety and health protection. RHI is, of course, committed to adhering to all these requirements. Based on this health & safety policy defined by the Management Board of RHI AG, all employees are obliged to prevent injuries and diseases.

Safety and health provisions are not just a legal responsibility at RHI: they are integral components of our corporate culture since healthy and productive employees are the most important resource of the long-term success of a company.

The aim of the holistic Health and Safety Management of RHI is to continuously establish instruments, methods and measures which will ensure up-to-date safety and health protection above and beyond the legal standards. Comprehensive preventative measures have been and will continue to be set for health and safety. Because we are convinced that every accident is preventable!

60.06.118935	<b>IMS Policy</b>	002/06.2017
	Page 3 of 4	<b>manually controlled copy</b>

RHI has received international awards, among others from the European Union. This company-wide health and safety policy creates more quality of life for our staff and thus heightened motivation and commitment.

There is a standardized Health and Safety Policy at all our locations, which is promoted in regular training and by incentives, but is also regularly reviewed. The implementation of the health and safety policy is the responsibility of every single staff member. Unsafe situations do not excuse unsafe actions! Supervisors have a special role: The continuous improvement in health and safety is a leadership function at RHI. Health and safety considerations flow into all decision-making processes. Regular monitoring of the achievement of our goals and systematic evaluation of processes are likewise components of this sustainable process.

Nothing is so important or urgent that we cannot do it in a safe way!

*Approved by the Management Board in March 2017*

60.06.118935	<b>IMS Policy</b>	002/06.2017
	Page 4 of 4	<b>manually controlled copy</b>