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## GEMELS Philosophy

GEMELS bases its Corporate Philosophy on being a completely different company from others in every respect for courage and honesty.

This philosophy is not focused on the enrichment of company top management but on the sharing with collaborators and their families, who work with passion for an ongoing improvement and growth professional.

We base our philosophy on a long-term creative vision, where women occupy important roles. The company generates a chain of values that reaches collaborators children, hoping that once inserted into the company reality, they will bring the culture learned. The value that GEMELS recognizes to the collaborators of its community is of fundamental importance: they make up the company.

## Quality System Philosophy

GEMELS' Quality Philosophy is focused on pursuing customer satisfaction and loyalty, enhancing its human capital and full compliance with current regulations.

This Philosophy, consistently with Company's Mission and Values, is based on a set of principles to which strategies and objectives shall be addressed.

In particular carrying out its activities, Gemels:

- adopts an organization model compliant with the international standards and with sustainability and corporate ethics criteria, also pursuing compliance with the applicable product requirements;
- defines the needed future improvement for the success of the company and the brand, through the adoption of Lean principles for the design, rigid control methods and state-of-the-art equipment;
- aims to the customer's satisfaction by defining the expected level through careful interpretation of clientele's needs, including through customized solutions. Gemels aims is to achieve high quality standards by offering a complete service, from design to creation of special products;
- promotes a constant action aiming to valorization, motivation and professional growth for people to become aware of their role in enhancing business success;
- stimulates suppliers for a proper quality management to create the best conditions for achieving common objectives by aligning strategies, processes and resources;



- commits itself to promoting the quality culture for all those who work within and for the company, with the objective of reducing the costs of “non-quality” by adopting preventive and corrective actions;
- increases the company’s competitiveness through efficient resource management, reducing operation costs and waste;
- aims to satisfy the needs and expectations of stakeholders both internal, through the involvement of collaborators, and external, through customers and suppliers satisfaction surveys, news-letter and through a continuous update of the website to share all company news both products and quality.

Quality System Philosophy is integral part of the Quality Management System Manual.

## Environment and Safety System Philosophy

Environmental and Safety System Philosophy, in line with the Quality System Philosophy, is based on a set of principles to which strategies and objectives shared by the Management and all collaborators shall refer. Particularly in carrying out its design and production of ball valves, Gemels aims to consider the ecosystem and environmental impacts, to spread the culture of respect for the environment and attention to health and safety in the workplace.

The Management pursues the above through the adoption of the following measures:

- operate continuously and consistently according to the methods provided by its Environmental and Safety Management System, according to the ISO 14001 and ISO 45001 standards and in compliance with current legislative obligations, also through the continuous review of the objectives and requirements regarding the environment and safety, always pursuing continuous improvement;
- define measurable objectives and targets, considering also the environmental and occupational safety and health aspects and the needs of collaborators and all stakeholders in each action;
- prevent and reduce impacts on the environment, operating through the search for solutions that allow energy savings;
- eliminate hazards and minimize risks to workers' health and safety, particularly:
  - ensure that the workplace is suitable and safe for carrying out the activities;
  - protect workers' health through continuous health monitoring and its evaluation;
  - reduce accidents and occupational diseases affecting workers;
- motivate workers to develop a sense of responsibility towards the environment and their own and colleagues' health and safety at all levels, also through training courses;
- activate effective accident prevention measures and contain the harmful consequences for workers, the environment and the health of the population by adopting the best available and economically sustainable techniques.





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The Management provides all the necessary resources, both economic and technological, human resources and infrastructures to achieve the above.

In line with the principle of transparency, this Philosophy is communicated to all subjects operating within the organization and is available to all stakeholders.

The present Philosophy have to be read with the Company Code of Ethics to ensure that all of the basic principles on which Gemels is based are respected.



General Manager



**SPECIALIST  
IN BALL VALVES  
MANUFACTURING**

MADE  
IN ITALY