



RWC APAC QUALITY POLICY

Reliance Worldwide Corporation (Aust.) Pty. Ltd. (RWC) designs and manufactures products for residential, commercial, fire safety, and irrigation applications. RWC also manufactures ancillary products used in the plumbing, building hardware, gardening, lighting, weather monitoring and appliance manufacturing industries.

At RWC quality is the cornerstone of our commitment to safety, excellence, and innovation. Our vision is to be a leader in delivering products and services that not only meet but exceed industry standards, while prioritising the safety and satisfaction of our customers. Guided by our core values; Safety, Passion, Innovation, Reliability, and Integrity, we strive to continuously improve our processes and deliver exceptional quality in every aspect of our operations.

Our Quality Commitment

We are committed to upholding the highest standards of quality, ensuring that our products and services are safe, reliable, and aligned with both customer expectations and regulatory requirements. Our approach to quality is proactive, focusing on preventing issues before they arise and fostering a culture of continuous improvement. We want to be leading the market for Irrigation, Gardening, Watering and Plumbing products.

Objectives:

1. **Safety:** Prioritise safety in every step of our operations to protect our team members, customers, and communities. We embed safety protocols into our quality practices, ensuring that our products are safe and reliable.
2. **People:** Support, select, and develop the right people who are committed to and **Passionate** about our quality vision. We focus on fostering a collaborative environment where team members are empowered, valued, and encouraged to grow. By investing in the selection and development of skilled professionals, we ensure our workforce aligns with our core values and drives our quality-focused culture forward. We engage our teams to embrace their roles in delivering quality, empowering them to understand their responsibilities and make decisions that align with our commitment to excellence.
3. **Innovation:** Commit to continuous improvement and innovation within our quality processes, embracing new technologies and methodologies to enhance product quality and operational efficiency.
4. **Reliability:** Ensure our products meet rigorous standards and are delivered as promised to our customers, fostering trust and long-term partnerships. This includes robust testing, compliance checks, and adherence to all regulatory and company standards.
5. **Integrity:** Uphold ethical standards and transparency in all our quality practices. We take accountability for our work, maintain honest communication, and make decisions that reflect our dedication to doing what is right.
6. **One Team:** Together we are One Team.

Quality Goals:

- To comply with all relevant regulatory standards and internal policies.
- To deliver exceptional customer service through a quality-focused approach and continuous improvement initiatives.
- To attract, develop, and retain skilled professionals who contribute to our quality-driven culture.
- To implement structured plans and measurable targets that track our progress in enhancing quality.
- To ensure our products meet the relevant National and International standards and to implement and maintain our systems to be compliant with ISO 9001 certification.

At RWC we are driven by our SPIRIT values to continuously raise the bar on quality, ensuring our customers receive products and services they can rely on. Together, we are committed to making a positive impact through quality excellence.



Nicole Sumich, EVP & President, Asia Pacific

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