

## Policy Declaration: Quality, Health, Safety, Environment

For 130 years Mosa has been a reliable partner for thousands of customers worldwide in the development and supply of ceramic tiles that combine beauty, functionality, and sustainability in a single product. Every day, six hundred employees with a passion for ceramics work closely with these customers to translate their needs and wishes into innovative solutions. Innovation and design are key values for Mosa. We help architects and clients imbue their designs with a unique signature and identity.

### **Licence to Operate**

We make a conscious decision to locate development and production activities in Maastricht in the Netherlands, in the factories where it all began, and are firmly committed to continuing this practice. We want to ensure our Licence to Operate and thus unequivocally comply with all relevant legal provisions and other requirements such as covenants. This is what we are committed to, yet there is more.

### **Stakeholders**

We endeavour to satisfy our stakeholders and therefore wish to constantly improve our products and processes so that we can better protect the local and global environment, prevent pollution, create greater value for the customer, offer our employees a better working environment, and increase the company's profitability, thereby ensuring the continuity of Mosa and the jobs that it provides.

### **Vision**

Our vision is that buildings in the future will consist only of sustainable building materials which are responsibly designed and produced and which can be used without any health risks. That is why Mosa strives to continue making products which are suited to contemporary and future architecture and which are produced with respect for the environment and future generations.

### **Environment**

In our ongoing process of aspiring to this vision, three years of development resulted in the award of the Cradle to Cradle Silver certificate to virtually all of Mosa's product range in December 2010. The certification procedure addresses five main criteria: raw materials, recycling potential, energy consumption, water management, and working conditions. As a result, Mosa is the world's first ceramic tile factory to receive Cradle to Cradle certification and in 2015 we even earned the updated 3.0 version, which expands and strengthens the requirements for all five aspects of the certification. But Mosa's work does not end here. Quite the contrary, in fact, since we perceive Cradle to Cradle certification as an incentive for further innovation in the development of ceramics systems.

### **Quality**

We take pride in being a reliable partner for our customers, with high-quality products. We have been so for 130 years and wish to remain that way. This entails knowing what we promise, ensuring that we deliver on our promises, and guaranteeing that we continue to do so even if there are changes in the organization or processes. Should a circumstance arise in which we deliver something that does not meet this promise, then clear steps must be taken to prevent that in the future so that we can continually improve our effectiveness and continue to satisfy our customers.

### **Safety**

We believe in offering our employees a safe and healthy work environment that provides the opportunity for both professional and personal advancement through involvement, dedication, and performance in line with clearly formulated goals. We strive to safeguard the well-being and lasting occupational capability of our employees in a work environment where everyone, visitors as well as employees, arrives here healthy and goes home healthy. We always strive for zero accidents. Working to ensure safety is a continual process in which every Mosa employee shares responsibility for safety, and safe work practices are a prerequisite for working at Mosa.

### **Implementation**

The policy is an integral component of our operations, and to be successful this policy must be implemented by all employees. Confirmation of this can be found in the certification of our management system in accordance with ISO 9001 and 14001. By working together to constantly improve, we are securing our Licence to Operate and can look forward to a sustainable future.