



# ANBI GENERAL TRADING LLC

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## QUALITY CONTROL STATEMENT

At ANBI, quality requirements are embodied throughout the life of its products, from initial concept to installation. As soon as a new product enters development, our technical teams incorporate such fundamentals as customer expectations (as reported by the Customer Service department) and information on regulatory compliance, manufacturing processes and raw materials' origins into supplier specifications. A commitment to safety and customer satisfaction is a fundamental part of the product's DNA.

To ensure that the supplier's tools, skills and motivation are compatible with our safety requirements, we carry out production-site audits during calls for tenders. We prepare specifications that describe requirements regarding the nature and origin of raw materials and the recipe and production methods to be used. Selected products are controlled through annual monitoring plans.

The entire process is also designed to ensure optimal health and safety. Knowing that there is no such thing as zero risk, we do everything we can to prevent problems and ensure the safety of our products throughout their life cycle. The system is based on an oversight network that issues alerts, analyses that identify products representing potential risk and expedite contact with the suppliers affected, and a rapid, multi-channel communications system for ordering a product's removal from stores, if necessary. We regularly improve the ergonomics and performance of these tools.

### Products under tight monitoring surveillance

A rigorous quality control program has been established to ensure the quality and safety of imported building material products. In particular, we examine products for mechanical, electrical, fire and chemical risks.

#### *Product quality control chart*

- 1. Production sites evaluated with regard to European standards and basic requirements concerning respect for human rights at work.*
- 2. Technical specifications published, allowing ANBI to formalize its requirements and communicate them to the supplier.*
- 4. Sampling tests performed during production, in accordance with prototypes.*
- 5. Final batch inspected by a control body, which examines products to ensure that they comply with safety and quality standards.*

### PROMOTING QUALITY AND SUSTAINABLE DEVELOPMENT FOR ALL

For ANBI, providing as many people as possible with access to quality products is a top priority. As a result, ANBI overall policy on quality applies to all ANBI branded products.

Safety, quality, the health of our customers and performance are all essential criteria for ANBI. Respect for the environment is also critical. As a result, all quality engineers are also responsible for overseeing sustainable development within their respective product categories. The team responsible for electrical products selects high-performance, energy-efficient equipment and ensures that our suppliers are aware of the new European EuP directive (setting eco-design requirements applicable to products that use energy).

### Main characteristics of ANBI Quality Lines:

Economic and social issues:

- Solid, long-term partnerships with suppliers, producers.
- Promotion of expertise and regional products.
- Regional and even local policies.
- Contributions to the economic, social and environmental development of local communities.