



[www.rp-group.com](http://www.rp-group.com)

## QUALITY POLICY

For over 35 years, we have provided innovative emergency and safety lighting for high levels of safety in buildings and are one of the leading manufacturers of emergency lighting systems in Germany. The RP Group (RP-Technik GmbH and ROPAG GmbH) currently employs around 250 highly-qualified and committed members of staff at two production sites, with a production area of more than 10 000 m<sup>2</sup>, and at other sales outlets at home and abroad.

The Group's products cover not just luminaires and emergency power systems but also series for general-purpose lighting using smart control technologies and various batteries for numerous applications. The performance and quality of our products are our main priority so we develop and manufac-

ture our emergency and safety luminaires and power supply systems exclusively in Germany.

Management and all staff accept responsibility for overall quality and make this their number one priority.

The introduction and maintenance of an IM system (integrated management) in line with DIN EN ISO 9001 and based on DIN EN 14001, OHSAS 18001 and DIN EN ISO 50001, which focuses on continually improving results by taking into account the requirements of all interested parties, is a key factor for our success.

## OUR PROMISE OF QUALITY

We want to do more than meet the expectations of our customers in terms of product quality and the professional nature of our services. The preferences and requirements of our partners, distributors and users for high-quality and safe-to-use emergency and safety luminaires and power supply systems and reliable service determine how we work on a daily basis. Customer satisfaction surveys into the quality of our products, processes and services help us to improve all the time.

## OUR STAFF ARE OUR MAINSTAY

We challenge the skills and abilities of our staff and promote a culture of positive collaboration. They receive the appropriate training and support to be able to meet our exacting quality standards. We encourage our staff to solve problems for themselves, to improve processes and we give them the responsibility and authority to do this. One of the many things we have done to ensure staff satisfaction is to make measures for promoting health part and parcel of our HR management system. We gauge staff satisfaction through staff surveys and use the results as a basis for potential improvement measures.

## VISION OF THE FUTURE

Improvement, further development and innovation shape our future. We develop, produce and market high-quality and safe-to-use emergency and safety luminaires and power supply systems using state-of-the-art technology and deliver services which the customer has come to expect from us and do all this at competitive prices. Using market analyses, we want to serve the market with innovative products designed to meet customers' needs.

## QUALITY MANAGEMENT SYSTEM

We maintain an effective quality management system. Both management and all staff are responsible for maintaining and continually improving our Quality Management System (QMS). We don't just use quality management to improve process quality, our services and products but also to economically and safely steer the company forwards. Our goal-oriented risk management system enables us to understand risks

and manage them in a calculated manner. Should deviations arise, we implement effective measures to understand why they have arisen and to remedy them.

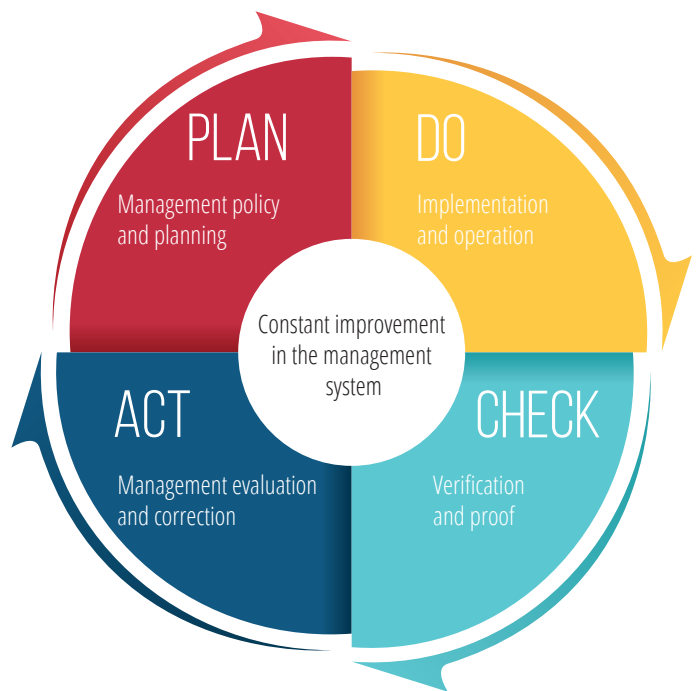
## ENVIRONMENTAL TARGETS

We are particularly committed to conserving natural resources and taking a sustainable approach to all our business activities. Our environmental targets include continually improving our environmentally-friendly methods of production and reducing waste.

## Compliance

Compliance with all legislation, ordinances, guidelines and contractual obligations and entering into voluntary agreements by choice form part of our quality management system.

RP Group conducts itself in line with the principles recognised in Germany for prudent business. The provisions of criminal law applicable to German companies, in particular the prohibition of corruption, money laundering and bribery, are observed. As a company based in Germany, we confirm acknowledgement, application and compliance with German and European regulations concerning customs and foreign trade law.



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