

QUALITY POLICY

This policy applies to the EMEAA region of Fortune brands specifically relevant to Aqualisa, Perrin and Rowe, Shaws and V&A UK.

The business of Aqualisa Products Limited is the design and manufacture of domestic digital showers, shower mixer valves, electric showers, power showers and associated products.

The business of Perrin and Rowe is the design and manufacture of kitchen and bathroom brassware.

The business of Shaws of Darwen is the design and manufacture of sinks from the finest quality heavy duty fireclay.

The business of V&A UK is the distribution of freestanding baths and basins.

To achieve this policy, we operate a formal management system which complies with the requirements of the Quality Management System ISO 9001:2015 and other approvals and certification bodies that our products are listed with.

The business leverages our quality management processes to deliver the highest quality products and services to our customers. We monitor and maintain our quality throughout the supply chain to drive consistent execution and continuous improvement.

The business executes routine monitoring and analytics of external and internal data sources to draw data-based insights and drive actions to discover and prevent product quality issues. Data sources we leverage include complaints received through our Consumer Service and Sales Teams, defective returns, product reviews, error rates produced by our plants and suppliers, and cost of quality.

Resolutions to correct quality issues with our products and services are driven through a standardized corrective action process to minimize impact to our

customers and prevent recurrence of issues. Metrics are reviewed on a monthly cadence by the Quality Leadership Team, and key product issues and resolutions are reviewed on a quarterly cadence with Business Leadership.

We continue to use industry standard quality planning, design and development processes, process controls, audit, and approval processes/tools to introduce new products and maintain the quality of our current products.

Quality collaborates closely with manufacturing and assembly plants to implement standard processes and tools to ensure high quality standards for our products. Quality is driven through adherence to process controls, routine audits and inspections and testing where necessary, and continuous monitoring of key process performance metrics.

Fortune Brands have adopted a Total Quality approach seeking to involve all employees in the progression of continuous improvements and making quality the responsibility of everyone.

Through the pursuit of excellence, we will continue to develop employees, products and systems which meet our own aspirations and our customers' needs and expectations.

The Company's management and employees are fully committed to achieving the business goals and quality objectives.



Chantell Germishuys
EMEA Quality Director