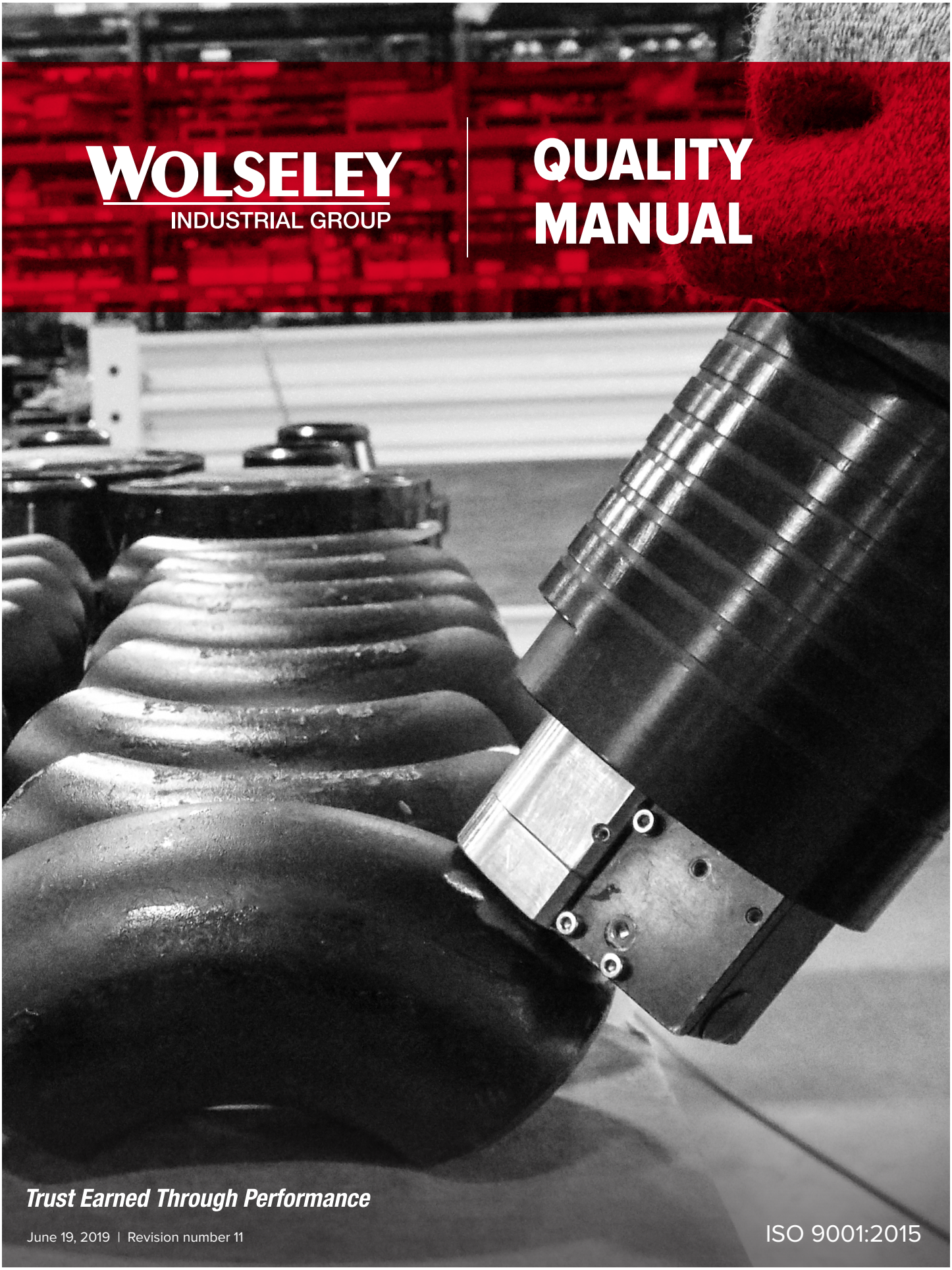
WOLSELEY
INDUSTRIAL GROUP

QUALITY MANUAL



Trust Earned Through Performance

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ISO 9001:2015

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Quality People • Quality Products • Quality Processes

WOLSELEYIND.COM

1.0 | Scope

Wolseley Industrial Group offers a full line of industrial products and services, including pipe, valves, fittings, valve automation and fabrication. In addition, Wolseley offers a comprehensive line of maintenance, repair, and operations (MRO) supplies and services, production components, including software, inventory control and dispensing. Through its network of branches, distribution centers and centralized support operatives, Wolseley Industrial Group serves the chemical, paper, shipbuilding, power, petroleum, mining, aerospace, biotechnology industries and Original Equipment Manufacturers (OEM).

The Wolseley Industrial Group Approved Manufacturers List (AML) is maintained and managed by the Product Quality and Compliance department located at Ferguson Enterprises' Headquarters. Quality documents are controlled corporately by the Quality Council. Local branches may utilize local approved suppliers and, when applicable, local documentation.

Design and development of products and services is not performed by the Wolseley Industrial Group; therefore, Clause 8.3 of the ISO 9001:2015 Standard is not applicable.

2.0 | Mission Statement (Quality Policy)

Wolseley Industrial Group's Senior Management embraces these business values within our organization:

- Develop quality people
- Provide quality products
- Implement quality processes
- Satisfy customer, statutory and regulatory requirements
- Enhance customer satisfaction
- Drive continual improvement

3.0 | Terms and Definitions

- ADL – Associate Development Log
- AML – Approved Manufacturers List
- ASC – AML Steering Committee
- BRANCH MANAGEMENT: WIG managers at branch level
- MMS – Metrology & Materials Services
- MRO – Maintenance, Repair and Operations
- OEM – Original Equipment Manufacturer
- PDCA – Plan-Do-Check-Act
- PVF – Pipe, Valves and Fittings
- QMR's – Quality Management Representatives
- QMS – Quality Management System
- SENIOR MANAGEMENT: WIG Senior Level Management
- VMI – Vendor Managed Inventory
- WIG – Wolseley Industrial Group

4.0 | Context of the Organization

4.1 | Understanding the Organization and its Context

Wolseley Industrial Group strives to become the leading and preferred supplier of Industrial Pipe, Valves and Fittings (PVF), supplier for Industrial Maintenance, Repair, and Operations (MRO) and supplier to Original Equipment Manufacturers (OEM) in North America. Leading implies large market share and superior geographic coverage in all areas with concentrations of industrial PVF/MRO/OEM buying customers. Preferred implies that customers would rather do business with us, suppliers would rather have us distribute their products, and people would rather work for us than for our competitors.

Wolseley Industrial Group encompasses multiple locations across North America. These locations are inherently focused on Industrial PVF and Industrial MRO supplies for industrial customers and/or products and services for OEM customers. Additionally, other unique services include vendor managed inventory (VMI) programs that focus on sourcing and managing materials and reducing non-value activities at the customer. The Wolseley Industrial Group is staffed with the most experienced, highly trained and competent people in our industry with ongoing continuing education on the latest products and technologies.

Wolseley Industrial Group has chosen ISO 9001:2015 as the basis for our Quality Management System (QMS). Through the implementation of our Quality Management System, we will demonstrate our ability to meet customer requirements based on applicable business model illustrated in Appendices A and B.

Associates responsible for the Quality Management System will monitor and update information and data to determine its effectiveness at appropriate intervals. As improvements are identified and planned for considerations will be taken to ensure the integrity of the quality system is maintained. Planning for change will include understanding any associated risks or opportunities for the planned improvement. Resources needs such as: personnel and responsibilities, equipment and structural will also be identified.

4.2 | Understanding the Needs and Expectations of Interested Parties

WIG Interested Parties include:

- Our suppliers/manufacturers/vendors
- Our internal operation (Wolseley Industrial Group)
- Our customers
- Regulatory agencies

WIG will meet and monitor the needs and expectations through:

- Determining customer specific requirements
- Following our processes and procedures
- Contract compliance
- Customer and supplier evaluations
- Internal communication (i.e. ADL)
- Management review

4.3 | **Risk Assessment**

WIG management recognizes risk and opportunity within our business. The establishment of processes, whether automated or manual, and procedures address identified risk(s) and indicate steps taken to mitigate any risk(s) from impacting our interested parties. Risk and opportunity management is undertaken as part of our organization's day-to-day operation to improve the effectiveness of our Quality Management System.

This is evident through:

- Risk management of outsourced processes
- Product Quality and Compliance
- MMS lab in Morrisville, NC
- Branch specific QMS components
- Inspectors and Inspection Processes
- Audits and Assessment

5.0 | **Leadership**

5.1

Senior Management is committed to implementing and developing the Quality Management System and this commitment is defined by our corporate policies and objectives. Senior management provides the leadership and governance to all activities related to the Quality Management System and provides support for the implementation and execution of processes to include but not limited to:

- Supporting the Quality Council and Quality Management System
- Resources needs
- Profit and Loss Statement (P&L)
- Communicates corporate policies, goals & objectives
- Promote awareness of risk based thinking

The Quality Management System is structured as such to represent the various levels of responsibility per the flow chart below:

Wolseley Industrial Group Management applies a Plan-Do-Check-Act (PDCA) cycle to the Quality Management System as seen here.

5.2 | **Strategic Direction**

Wolseley Industrial Group's Senior Management demonstrates through leadership and commitment these business philosophies which are communicated to all levels within the organization through training and ongoing communication. Risks or opportunities associated with these philosophies are addressed by the appropriate WIG management:

- To develop collaborative relationships with our customers
- To be the premier customer-oriented supplier of value-added services
- To partner with vendors who help us meet our customers' needs
- To provide a broad range of products and services to meet our customer base while striving to build and maintain customer loyalty
- To continually improve our performance applying the latest technologies and executing Quality Objectives to enhance our processes and strengthen our framework
- To operate with integrity and achieve our mission in an ethical manner
- To develop and maintain a Quality Management System
- To provide our associates with a work environment that promotes communication and opportunities for personal growth and career development
- To conduct business responsibly and in a manner built on a culture of protecting the health and safety of our associates and the public
- To make a contribution to our communities as individuals and as a company
- To succeed as a business and to provide a return to our shareholders

MANAGEMENT PROCESSES
Planning for Quality
Establish Quality Management System
Establish Objectives
Provides Resources
Determine Roles and Responsibilities
SUPPORT PROCESS
Communication
Training and Organizational Knowledge
Maintenance and Infrastructure to Include IT
Calibration
Document Control
CUSTOMER RELATED PROCESSES
Customer/Stakeholder
Quote/Order
Contract Review
Supplier Selection and Evaluation
Product & Process Planning
Incoming Inspection, Handling and Storage
Pulling and Preparing Product for Shipment
Delivery
Internal Auditing
Non-Conformities and Corrective Action
Customer Feedback and Satisfaction
Analyze QMS Data
ASSESSMENT PROCESSES
Continual Improvement
Management Review
Evaluation of Risks and Opportunities
Product Evaluation
ASSESSMENT PROCESSES

APPENDIX A | **Industrial PVF**

Process	Process Input	Process Outputs	Responsibility for Process
Quality Management System	ISO 9001:2015 Standard	Quality Manual	Quality Council
Management Responsibilities	Management Review	Meeting Minutes	ISO Rep / Branch Management
	Control of Documented Information	Documents and Records	ISO Rep / Branch Management
	Quality Objectives	Metrics	ISO Rep / Branch Management
	Competence and Awareness	Associate Performance / Evaluation	ISO Rep / Branch Management
	Infrastructure and Environment	Location Self Assessment / Maintenance Records	Branch Management
	Internal Audits	Internal Audit Checklist and Report	QMR and/or Auditor
	Organizational Roles	Organizational Charts	Corporate optional: QMR or Branch Level
Sales	Customer Requisition	Sales Order	Sales
	Request for Quote	Quote/Bid	Sales
	Customer Complaint	Incident Report / CAR	Sales / ISO Rep / Branch Management
	Customer Service	Information / Initiation of Action	Sales / ISO Rep / Branch Management
Purchasing	Supplier Selection - AML (tier 1)	AML	ASC
	Supplier Selection - Corporate (tier 2)	Trilogie Vendor File	Corporate Sourcing
	Supplier Selection - Local (tier 3)	Local Supplier List	ISO Rep / Branch Management
	Supplier Evaluation	Inspection Report	Inspectors
		Supplier Evaluation Record	Corporate / ISO Rep / Branch Management
		Incident Report	ISO Rep / Branch Management
		Audit Report	Product Quality and Compliance / Risk Management
	Customer Order	Supplier Purchase Order	Sales / Purchasing
	Price Maintenance	Price Matrix	Purchasing / Corporate Sourcing
	Inventory Replenishment	Supplier Purchase Order	Purchasing / Corporate Sourcing
Warehousing	Receiving	Receiving Document / Stock Receipt Entry (SRE)	Warehouse associate
	Picking / Pulling	Shipping Document	Warehouse associate
	Packing	Material Ready to Ship	Warehouse associate
	Shipping	Completed Ship Ticket	Warehouse associate
	Non-conforming material	Incident Report / Quarantine Product	Warehouse associate / ISO Rep / Branch Management
	Storage	Shelf life product, stainless storage, FIFO, etc.	Warehouse associate / ISO Rep / Branch Management
	Product Identification and Traceability	MTR	Warehouse associate
Valve and Automation	Request for assembled Valve Package	Pick Ticket / Product Template	Valve and Automation Sales
	Kitting	Material Ready to Ship	Valve Technicians
	Serialization	Tags	Valve Technicians
		QM Solution Report	Valve Technicians
Fabrication	Request for fabricated material	Shop Order	Sales
	Fabrication	Completed Product	Technicians
Calibration	Tracking of Calibration expiration	Calibration Log	Technicians
	Calibration of MTE	Certificate	Technicians
	Tracking of MTE	Equipment Log	Technicians

APPENDIX B | **Supply Chain Services**

Process	Process Input	Process Outputs	Responsibility for Process
Quality Management System	ISO 9001:2015 Standard	Quality Manual	Quality Council
Management Responsibilites	Management Review	Meeting Minutes	ISO Rep / Branch Management
	Control of Documented Information	Documents and Records	ISO Rep / Branch Management
	Quality Objectives	Metrics	ISO Rep / Branch Management
	Competence and Awareness	Associate Performance / Evaluation	ISO Rep / Branch Management
	Infrastructure and Environment	Location Self Assessment / Maintenance Records	Branch Management
	Internal Audits	Internal Audit Checklist and Report	QMR and/or Auditor
	Organizational Roles	Organizational Charts	Corporate optional: QMR or Branch Level
	Supplier Evaluation	Supplier Evaluation Record	ISO Rep / QMR / Branch Management
		Incident Report	ISO Rep / QMR / Branch Management
		Audit Report	ISO Rep / QMR / Branch Management
Purchasing / Customer Service	Customer Requisition	Spot Buy	Buyer
	Expediting	POX	Expediting Team
	Request for Quote	Quote/Bid	Buyer
	Customer Complaint	Incident Report / CAR	Buyer / ISO Rep / Branch Management
	Customer Service	Information / Initiation of Action	Buyer / Branch Management
	Supplier Selection - Customer Directed	Vendor File Availability	Buyer
	Supplier Selection - Buyer Directed		
	Inventory Replenishment	Supplier Purchase Order	Purchasing
Warehousing	Receiving	Stock Receipt Entry (SRE)	Warehouse associate
	Put away	Material transferred to aisle location	Warehouse associate
	Picking / Pulling	Pick Ticket	Warehouse associate
	Repacking	Material Ready for Dispensing / Kanban	Warehouse associate
	Packing	Material Ready to Ship	Warehouse associate
	Shipping	Completed Ship Ticket	Warehouse associate
	Non-conforming material	Incident Report / Quarantine Product	Warehouse associate / ISO Rep / Branch Management
	Special Requirements	Shelf life product, FIFO, hazmat, etc.	Warehouse associate / ISO Rep / Branch Management
	Product Identification and Traceability	Specs and Certs	Warehouse associate / ISO Rep
Calibration	Tracking of Calibration Expiration	Calibration Log	ISO Rep / DC Manager
	Calibration of MTE	Certificate	ISO Rep / DC Manager
	Tracking of MTE	Equipment Log	ISO Rep / DC Manager
Strategic Sourcing	Preferred Supplier Selection	Preferred Supplier Program	Sourcing associates