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COMPANY QUALITY POLICY

The work we do every day is based on our commitment to promoting the continuous improvement of our products, our services and the activities that make up all our company processes. We uphold this commitment by identifying, monitoring and periodically reviewing the relevant internal and external factors, our stakeholders and their respective requirements, the risks and opportunities connected with our work and the way we manage these, with a view to helping the Organisation protect the company's valuable assets.

In order to continuously improve our company's performance, we strive to:

- ensure that all activities are carried out and continuously improved in accordance with our customers' requirements and all other applicable requirements;
- operate in compliance with all applicable laws, standards and regulations, while applying and systematically improving our company's Quality Management System and processes.

When setting our company's performance improvement targets, we adhere to the following criteria:

- continuous monitoring of company activities, with particular reference to conformity with product requirements, taking account of the needs and expectations of all stakeholders;
- promoting involvement, raising awareness and providing information and training on customer satisfaction, product conformity and improvement of the Management System and all company processes;
- establishing and fostering relations with employees, customers, suppliers, the community and institutions, based on the utmost cooperation and transparency;
- improving the product and service we offer, with a view to raising levels of customer satisfaction.

To help achieve our targets, we conduct System Reviews, in which we measure indicators relating to supplier performance, customer satisfaction, our products/processes, our business processes and the results of internal audits.

Our numerical targets are established in the Improvement Plans we issue at the various stages of Management System Review. These plans set out the respective measurement criteria, resource requirements and development schedules, and are distributed to all the people concerned.