

## **QUALITY AND ENVIRONMENTAL POLICY**

The aim of the company is to maintain its market shares in the field of the systems of control command of electrical T&D substations in its domestic market.

Simultaneously, it is to develop service and trade activities and to include them into more global offers, both in its other French markets and in its export markets.

The led policy takes into account the customers' requirements applicable to products and services in terms of features, quality, cost and lead time. Their satisfaction is estimated by a triennial survey.

The company thus settles, besides the financial targets of orders, turnover and profitability:

- to increase the customer satisfaction, qualitatively by an improvement of its relationships, quantitatively by a decrease of its product defects and by the strict respect of its contractual commitments,
- to end the good implementation of its new, Process oriented, organisation
- to maintain its triennial environmental plan and to communicate it to all its employees,
- to actively contribute to reduce the impact of its environmental footprint, internally as well as for its suppliers,
- and to maintain the mastery of its industrial best practices,

in the respect of the ISO 9001 and 14001 standards and of the applicable regulatory and environmental obligations.

In addition to its Quality and Environment policy and in the scope of increasing its on-site services, the company will examine an ISO OHSAS 18001 certification.

The company therefore makes a commitment to develop its integrated management system, in a goal of continuous improvement, and by arousing the participation and the support of the entire staff.

Didier BANTEGNIES

COO

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