

## QUALITY AND ENVIRONMENTAL PROTECTION POLICY SEGEPO-REFA

We hereby express our commitment to cooperate with our Business Partners based on the 4 essential values:

**R: Respect du client, des salariés et de notre environnement**

Respect for Customers, Employees and our Environment

**E: Esprit d'excellence à tous les niveaux de l'entreprise**

Enthusiasm in the pursuit of excellence in all areas of our plant

**F: Flexibilité en vue de répondre aux exigences de nos grands donneurs d'ordres**

Flexibility to meet the requirements of our most important customers

**A: Amélioration continue de nos process et de notre organisation**

Continuous improvement of our processes and our organisation

The main goal of our team's commitment, implementation of the 6 Sigma methodology, accuracy and communication in terms of requirements and results at all stages of our processes, is the satisfaction of our Customers, which we want to achieve by:

- ◆ compliance with the required deadlines for the orders realization,
- ◆ meeting the quality requirements,
- ◆ meeting the capability requirements.

Our environmental policy will strictly consider the main directions of the European policy in terms of the fight against global warming. Within the next five years we will focus our activities on:

- ◆ monitoring the level of waste generated, taking measures their reduction in production processes and recycle as many types of waste as possible,
- ◆ monitoring and improving our energy efficiency,

so that even at our level contribute to the protection of our planet in the spirit of sustainable development in the frame of the implemented ISO 14001 Environmental Management System.

We also express our commitment to comply with all requirements and regulations that we are required to meet, simultaneously looking for solutions that are simple, financially beneficial and technically effective.

We also require our Suppliers to operate effectively, in accordance with our quality and environmental protection policy, in the spirit of constructive and reliable partnership.

We emphasise the necessity of strict adherence to the principles of health and safety at work, as well as the importance of health protection of our Employees, in particular through the implementation of our Social Program.

In the above activities we will take into consideration social interests and care for our environment (Social Responsibility of Business), continuing our activities to make us the entity consciously contributing the society of tomorrow.

We emphasise the importance of our 4 most essential values – respect, enthusiasm in the pursuit of excellence, flexibility and continuous improvement - whose goal is to enable the development and satisfaction of our Business Partners, remembering that the effects of our actions will guarantee the durability of truly human life on Earth and without destructive impacts to the future generations.



Philippe Chapeaux

President

Marylise BOUGARET

Production Unit Director