



QUALITY POLICY

Axis 1: SATISFY AND KEEP OUR CUSTOMERS AND OUR EMPLOYEES

Here is a non-exhaustive list of provisions that can be considered in connection with this axis:

- Promote customer orientation at all levels of the company.
- Successful growth to facilitate the referencing with major customers in our market.
- Listen to and understand the expectations of our customers and our employees.
- Offer our customers realistic, relevant and optimal solutions.
- Allow long-term relationship by promoting Skills & Services centers.
- Keep our customers by creating genuine commercial or R&D partnerships.
- Honor our commitments and meet all applicable requirements of our contracts.
- Alert our customers as soon as possible when we perceive a quality or security problem.
- Demonstrate agility and flexibility during our services.
- Be proactive through effective risk management.
- Register and process any customer complaint without delay.
- Take into account the perception of our customers to progress.
- Retain our innovative employees by supporting them in internal or external projects.
- Offer career development to our employees in line with their aspirations.
- Ensure a working environment conducive to the technical and personal development of our employees.

Axis 2: DIVERSIFY AND ENRICH THE COMPETENCIES OF OUR ENGINEERS

Here is a non-exhaustive list of provisions that can be considered in connection with this axis:

- Determine the required competencies for each position, each function and each of the roles entrusted within our services.
- Allocate projects with the good competencies and manage risks in the event of deviations from required competencies.
- Manage available competencies and initiate improvement plans (diversification, enrichment, etc.).
- Recruit passionate engineers to meet the technical challenges of today and tomorrow.
- Maintain an environment favorable to their personal and technical development.
- Maintain innovative and attractive internal R&D projects to strengthen our know-how and encourage our recruitments.

Axis 3: CONTINUOUSLY IMPROVE THE PERFORMANCE AND EFFICIENCY OF OUR PROCESSES

Here is a non-exhaustive list of provisions that can be considered in connection with this axis:

- Consider any risk and opportunity to continually improve the effectiveness and efficiency of our processes.
- Maintain a real dynamic of progress allowing us to anticipate, avoid difficulties, learn from our mistakes, and capitalize on successes.

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