

Quality Policy 2020

Culoz Site

The fundamental values of our company are Ethics, Environmental protection, Health, Hygiene and Safety (EHS), and **Continuous Improvement towards Excellence with Carrier Excellence System & Zero Escape Assessment.**

The Culoz site places Sustainable Development at the heart of its industrial and commercial strategy. The quality policy is the key focus of our company's development taking into account the economic context and management of risks of opportunities.

To meet these challenges, the Management System for **Quality, Health and Safety** and **Environmental** protection is based on three fundamental objectives:

Involving People



Protecting the health and safety of our employees.

Foster social dialogue

Promote personal development by encouraging employees to get involved in a continuous improvement programme
Encourage everyone's involvement in a continuous improvement process and contribution to objectives
Aim for "Zero Accidents"

Caring for the Environment



Reduce the environmental impact on the life cycle of our products

Optimise the use of natural resources.
Control our energy consumption
Reduce waste and improve waste recovery
Guarantee the management and source of substances

Customer satisfaction



Meet the needs of our customers and interested parties

Develop our continuous improvement process
Increase employees' skills
Guarantee the quality of our products and services
Guarantee a lead time in line with expectations

We are committed to running our business in accordance with the legislation, regulatory requirements and standards in force on the following perimeter:

The design, manufacture, sales and maintenance of equipment for ventilation, air handling, refrigeration, air conditioning and heat exchange.

The Management has defined a **Management System for Quality, Safety & the Environment** which it implements in collaboration with all company departments and uses Operational Excellence and EHS tools for actioning this continuous improvement programme.

Our strong commitment and leadership shall be translated into:

- **Empowering and involving** personnel
- Ensuring all colleagues understand and follow the standards and rules
- **Tracking** customer loyalty and the compliance of our suppliers and partners

The corresponding objectives and commitments shall be reviewed and developed annually by the Management.

I am trusting that everyone will collaborate fully and innovatively in implementing this quality policy.

Culoz, 30th July 2020

Philippe VALENTIN
Industrial Director – Culoz Site

A handwritten signature in black ink, appearing to read 'Philippe VALENTIN'.