

## QUALITY POLICY

- The company's management and employees are committed to providing consistently high standards of quality across the products and service portfolio.
- The company's management and employees are committed in meeting all regulatory and customer requirements, while complying with the required schedules and costs.
- The company's management and employees are committed to implementing measurable processes in order to ensure the safety and performance of its products.
- The company strives to continuously improve the quality of the products through continuous improvement in the processes of the company's quality management system, including the establishment of measurable quality goals and objectives, all in accordance with the company's procedures which are based on quality standards: ISO 9001: 2015 and applicable global standards and regulations.
- The company's management is committed to constantly act to prevent pollution and protect the environment through an environmental management system based on the ISO 14001: 2015 standard and integrated into the company's overall quality management system.
- The company's management will act to achieve the environmental goals and objectives while committing to complying with the applicable environmental directives and regulations.
- The company act to consistently improvement of performance of the environmental quality system.
- The company's management is obliged to constantly act for the safety and health of its employees by observing the labor laws in the field of safety, maintaining a system of safety procedures, training, mapping risks and assessing their severity for the organization, and reducing the risks to an acceptable level.
- The company will strive to maintain communication with relevant stakeholders, particularly understanding their requirements and expectations.

### **All employees undertake the following responsibilities:**

- To demonstrate commitment to the company's overall strategic objectives.
- Do his or her best to appreciate the needs of customers.
- Make every effort to help improve quality procedures established by the company.
- To maintain a high quality of the company's products and services.
- To consistently produce high-performance products.
- To maintain the efficiency of the quality management system.
- To comply with regulatory requirements and relevant standards.
- Contribute to the maintenance of an orderly and clean working environment.
- Be aware of, and make every attempt to personally exceed management expectations.
- Be prepared to meet all individual operational challenges and provide relevant solutions.
- Be encouraged to freely express his or her opinion, for the direct benefit of the company.
- Be expected to demonstrate a commitment to the company's overall commercial progress.
- Expected to develop joint quality programs with suppliers and other business partners.
- Committed to meeting strategic environmental quality plans and objectives.
- Strive to identify and eradicate any failures in the company's processes.

The company's management, as represented by the undersigned of this document, is responsible and committed to its customers to uphold the policy detailed in this document.



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Allouch Michel CEO

Last updated date: 2024-03-01  
Last Approval date: 2024-03-01