



## Quality Policy

Thanks to its electromechanical expertise, its wide range of products and services, and its recognized brand, Crouzet supports its customers in new developments. The **loyalty and satisfaction of our customers** are major elements of performance that enable us to meet their expectations by **listening proactively** to their needs,

For that, «Crouzet»:

- ✓ ensures the **safety and security of products**, especially through **risk analysis** and consideration of **human factors**,
- ✓ is committed to providing them, throughout the world, with a **differentiating, innovative** and **excellent service**, in compliance with applicable regulations, ethics and requirements,
- ✓ has put in place **codes of conduct** and **ethical behavior**, especially against **corruption**,
- ✓ fights against **counterfeits** with the support of its partners,
- ✓ has put in place an **organization** that aims to achieve sustainable and ever-increasing effectiveness and efficiency:
  - through high-performance technical and commercial activities,
  - by developing **expert services** to support them,
  - by accelerating our performance through a **continuous improvement process**

This could not be achieved, without taking into account, our other **relevant stakeholders** and, particularly:

- our **Employees**, who are our greatest asset, by developing their responsibilities, **motivation**, skills and initiative, and **ensuring that they respect their duty as whistleblowers**,
- our **Suppliers**, by considering them as true Partners in a desire for a lasting relationship,
- our **Shareholders**, for whom the Quality culture, is a strong contribution to performance

We attach particular importance to:

- internal and external **communication**,
- the deployment of our **values**,
- change management, especially through **innovation** and **transformation projects**,
- the **support** and **integration** of our **acquisitions** within the group

Constantly striving for **simplification, flexibility, uniqueness** and **sharing of best practices** between **sites**, the Corporate Quality system is able of achieving the performance, growth and improvement objectives assigned to it.

Le 6 Janvier 2020,

Laurent July,  
Directeur Qualité



Laurent July,  
Quality Director

David Arragon,  
Directeur Général



David Arragon,  
CEO - Crouzet