



Quality & Safety Policy

Groupe ADF 2022 > 2025

Conscious of structural changes and determined to meet the challenges of the future, Groupe ADF has initiated a transition in its organisation to be ever more responsive to its customers and their expectations. This high customer focus is a response to digital, environmental and human stakes in order to offer solutions and services for a more sustainable development.

The organisation aims to be **robust, consistent and capable of carrying out cross-functional offers**, while preserving the specificities of our businesses and the responsiveness required for our activities.

The **Quality Management System** supports these extensive changes and is also evolving. To achieve this, the quality policy is built on 2 main pillars:

Pillar 1: Strengthening our shared foundations and maintaining a performance culture

- ✓ To raise our level of requirement on our activities to aim for an **outstanding level of performance** in terms of **Quality, Safety, Cost and Delivery**, in particular by using **Customer Feedback**.
- ✓ Continuously monitor the satisfaction of our **Customers'** requirements.
- ✓ Make **Quality Costs a Performance Indicator**.
- ✓ **Optimise and simplify our processes** by promoting and sharing **best practices** between scopes.
- ✓ **Strengthen measures to prevent** counterfeiting, fraud and suspect products or services (**CFS**) through increased awareness, checks, and controls for our activities and those of our partners.

Pillar 2: Adapt to specificities to meet the expected level of requirements

- ✓ Implement and maintain a relevant **safety culture** involving all parties in the organisation based on a **questioning and prudent** approach.
- ✓ Ensure that the people responsible for monitoring actions are qualified for these activities and **independent** of operational staff.
- ✓ Implement a **system for monitoring** items/duties important to **safety** (ITS) according to their criticality level.
- ✓ Guarantee that each item/duty is carried out by **qualified, competent, nuclear safety (NS) trained and formally recognised** (authorised) **people**.

With the support and leadership of the Quality Department, I expect all Managers and Process Owners to understand, endorse and support this project.

I am deeply convinced of the QSE management's contribution to our development over the last three decades, and I want to share this commitment with all our employees, so that together we can build solutions for a better world.

President

Marc ELIAYAN