



arianeGROUP



ARIANEGROUP QUALITY POLICY

OUR AIM

**TO ENSURE OUR CUSTOMERS' FULL SATISFACTION
AND ARIANEGROUP'S COMPETITIVENESS BY DESIGNING AND DELIVERING
QUALITY PRODUCTS AND SERVICES ON TIME AT BEST COST.**

Through our company standards, risk prevention and management systems, culture of continuous improvement, values and principles embodied by all employees, each and every one of us plays a part in delivering right-first-time, high-quality results for our customers.

WE ARE COMMITTED TO LISTENING TO OUR CUSTOMERS.

- We develop and deliver critical products and services in a competitive environment to our customers to whom we have a duty to be second to none in terms of safety and quality.
- We are always thinking of our customers' needs and expectations, and we strive to hold their trust in us and enhance their satisfaction through the delivery of world-class products and services.

WE PROMOTE A CUSTOMER-FOCUSED ATTITUDE IN ALL OF OUR EMPLOYEES.

- Our culture makes our employees responsible for and proud of their contribution to our product and service deliveries: they know that their work plays an important part in ensuring the necessary quality level with a Lean approach.
- They continually develop their skills, and share information, data, best practices and lessons learnt to build team spirit and collective efficiency.

WE INVOLVE OUR PARTNERS AND SUPPLIERS.

- We make our partners and suppliers actors in our quality policy to secure end-to-end quality management throughout the chain, from ArianeGroup orders to supplier deliveries.
- We regularly share standards and best practices with our partners and suppliers to ensure overall consistency and knowledge cross-fertilisation across the entire value chain.

WE ALWAYS APPLY AND ARE CONTINUOUSLY IMPROVING OUR STANDARDS.

- We apply our processes and methods in all our activities, and maintain rigorous data management through our information system.
- Based on our leadership model, we are continually upgrading our standards according to our acquired expertise and experience, evolutions in external applicable regulations, and best practice benchmarking.

Martin Sion
CEO