



QUALITY POLICY

This policy is the foundation of the organizational rules in compliance with our Quality Management System.

All SFC Group establish key Quality objectives, that are communicated and understood at all levels of the organization.

Our Quality Management System is based on the following principles:

- **Customer** Satisfaction is our Priority.
- Respect of our SFC Production System - our Standard.
- Proactivity and Reactivity.
- Engagement of people and respect of the commitment.
- Continuous Improvement.
- Evidence-based decision making.
- Relationship management and transparency.

And provides a sound basis in line with our main priorities:

- Listen and exceed our **Customer's** expectations, by offering tailored-made products and services.
- Implement a sustainable development, through appropriate corporate social responsibility policies, considering the environmental and social impact of our business decisions.
- Comply with all statutory and regulatory requirements.
- Improve continuously our Quality Management System.

Here below our Missions:

- ZERO Defect.
- Be the best reference in Quality vis-à-vis our competitors.
- Deliver "Right First Time" at each step of the process.

Moncef AHABCHANE

Chief Executive Officer

A handwritten signature in black ink, appearing to be 'M. Ahabchane', is written over a horizontal line.