

	Note QSE Policy (Quality, Health & Safety and Environment)	AQ-NOT-17-001-eng	A
	April 2019 – page 1/2		

F2A is an air handling components manufacturer, and its basic values are ethics, environmental protection, health & safety, and continuous improvement to achieve excellence.

In order to meet these challenges, F2A has decided to adapt its Quality, Health & Safety and Environmental Protection Management System based on the following three basic aims:

- Protect the health, safety and well-being of our employees:
Zero accident policy; prevent workstation risks by optimising our production processes and tools. Encourage dialogue between management and labour and the involvement of all.
- Respect for the environment:
Reduce the environmental impact of our products from design to end of life. Control our power consumption. Reduce waste and improve waste recovery. Manage risks and compliance with the regulations in force.
- Customer satisfaction:
Meet the requirements of our customers and more generally of all parties by controlling the whole of the value chain. Maintain a process of continuous improvement to achieve excellence. Maintain the skills of our employees and develop them via training.

Our priority is to minimise the risks faced by our employees by relying not only on complying with the regulations in force, but also by offering them the safest working conditions. The Management has defined a Quality, Safety & Environment System that it applies effectively in association with all of the company's departments as well as the Economic and Social Committee.

With ISO 14001, F2A undertakes to implement a development strategy that respects the environment, and to conduct our activities in line with the principle of continuous improvement, in compliance with the laws and the requirements of the regulations and standards, and with continuous efforts to prevent pollution and control risks.

By analysing the lifecycle of the products, our company ensures that consumption is as effective as possible to carry out its activities. It gives priority to optimising the consumption of raw materials, recycling waste, controlling the energy consumption of our production machines, and optimising our logistics and packaging. Furthermore, we use suppliers who, like us, endeavour to produce effectively and improve.

Finally, all our efforts will be aimed at satisfying our customers. This approach is based on ISO 9001 certification. To achieve it, our organisation and processes are formalised, understood and respected by everyone.

The effectiveness of our quality system is assessed regularly via key indicators including:

- Respect for our commitments and the reliability of our delivery lead times. To achieve a customer service ratio of over 95%, we are highly rigorous throughout the value chain, from the study of requirements to processing the order and delivery.

- Control of our products and services via the non-quality rate. We have optimised design and production tools to reduce this rate. The F2A teams are trained in using them, and master each process.

Our business is becoming increasingly demanding, standards are becoming stricter, and uses are becoming more complex. Our commitment is to meet our customers' technical specifications as effectively as possible by offering them suitable advice, expertise and products. Monitoring changes in the market and regulations, and our ability to innovate and adapt are the keys to our success.

We work as a team to always serve our customers. The sense of responsibility and commitment of our employees at all hierarchical levels are based on core values such as:

- Respect for women and men, their skills and diversity,
- Fair and rigorous local-level supervision, careful recruitment and deserved promotion,
- United and responsive teams with by a strong sense of customer service but concerned to respect business ethics under all circumstances,
- Committed and decisive management, aware of its social and environmental responsibilities.

The strength of our commitments is shown by the level of customer satisfaction, the compliance of our suppliers and the trust of our partners. They contribute to the success of our company and its development.

These commitments and the associated targets are reviewed and deployed regularly by the management, to ensure that they are relevant, that the resources are available, and that the action required to achieve them is taken.

I rely on the active collaboration of each person when this policy is implemented.



Jean-Philippe Margrita
Managing Director, F2A
11 April 2019