

COTECNA QUALITY POLICY



We strive to be recognised as the most reliable and customer-centric provider of testing, inspection and certification services in our markets.

We are determined to **build a more efficient service** delivery platform to **better fulfil our customers' needs** in a continuously changing market environment.

This will be accomplished by:

- > Maintaining and enhancing our operational competence
- > Executing operations with a common and **consistent approach**
- > Avoiding conflicts of interest to **ensure impartiality and objectivity** in all areas of business
- > **Applying our core values** inspired by our family spirit
- > **Guaranteeing the organisation's commitment** to comply with applicable standards, accreditation norms, legal, regulatory and other requirements
- > **Achieving continual improvement** of our services and management systems
- > **Respecting the confidentiality and privacy of all information** by adopting processes to adequately protect such information
- > **Committing to take actions that will result in a positive impact on the planet and society**

To support the above, the following **Group Quality Objectives** provide the framework that must be applied by all offices when considering and setting local quality objectives throughout the group:

- > **Maintain and improve our customer relationships**
- > **Improve continuously the excellence of our operations:**
 - Ensure full compliance with contractual commitments
 - Evaluate the compliance of local operations against key policies and procedures via the implementation of appropriate internal audits
 - Evaluate and improve the competences of staff through dedicated training
 - Implement and monitor the relevant performance KPIs by line of business
 - Use IT to adapt our service offering and delivery to benchmark levels
- > **Protect our licences to operate and expand our portfolio of accreditations and certifications to support our business expansion targets**
- > **Increase the safety of operations in the field**
- > **Adapt our business processes to include remote working, where feasible, without impacting the quality of work performed, or the service delivery to the customer**
- > **Monitor and continuously improve the impact of our business activities on the planet and society**

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Sébastien DANNAUD
Chief Executive Officer

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