

# Quality Policy

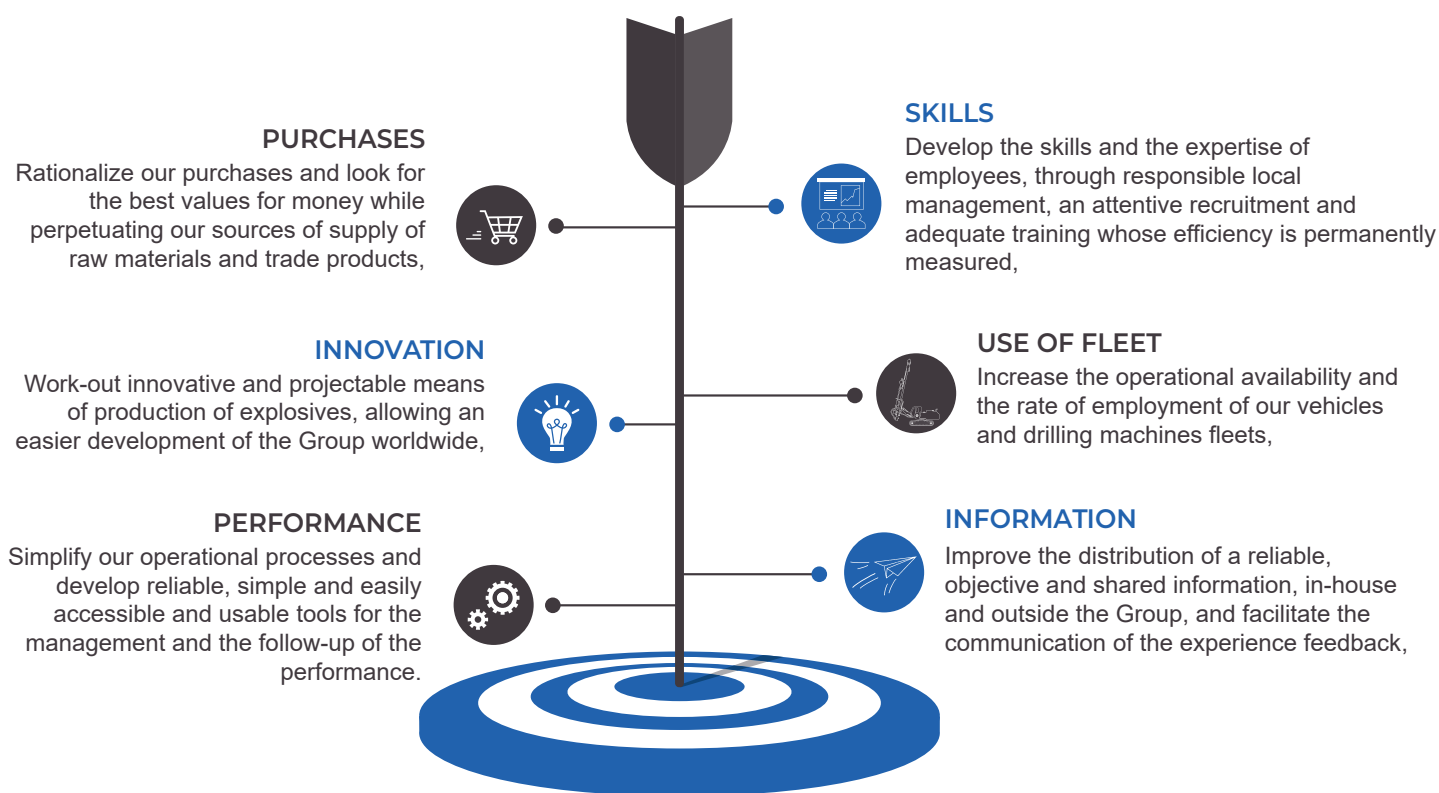


Leading player of the sector of explosives for civil use, the vocation of TITANOBEL Group is to satisfy in a total and long-lasting way the needs for its customers and stakeholders. As such, the quality of our products, our services, our staff, have to remain a primary concern.

In this purpose, our Quality Management System and our Safety Management System are designed for the continuous improvement of our processes.

Our customers' requirements as well as legal and statutory or normative requirements applicable to our activities are identified, analyzed and implemented. In the same way, risks and opportunities susceptible to have an incidence on the conformity of our products or our services and on the capacity of the Group to improve continuously the satisfaction of its customers and its own profitability are identified and taken into account.

In this context, our short-term main objectives are the following ones:



Every member of the Executive Committee has to insure that these orientations are implemented in each process he or she manages, with objectives and operational and coherent specific performance indicators in place.

I ask to every employee of TITANOBEL Group for a total implication in the defined strategy and the search for the satisfaction of our partners by:

- being available and reactive at needs and waits of our customers, by trying to measure their real satisfaction and by a respectful attitude, in order to keep them loyal to TITANOBEL,
- favouring multidisciplinary teamwork, to being able to make an effective and most complete and open contribution possible for the projects of the Group and for the requirements of his partners and customers,
- showing permanently a positive and constructive attitude and a will to progress, and an acceptance of questioning when necessary.

Management, at all levels, has to encourage and assess these positive attitudes.

Pontailleur-sur-Saône, June 9th, 2021

Frédéric MEY