## **Aplix quality commitments**



In line with the major strategic orientations defined to enable us to achieve our ambition, we are committed to continuing to develop our sales and profitability, to improving our quality level, to deploying our CSR approach and to accelerating our transition to digitalization and automation.

## The overall satisfaction of our customers is a priority.

Developing a service adapted to each customer

We offer innovative solutions and are constantly improving them.

In addition to the regulatory obligations in force, we take into account the specific requirements and constraints of our customers.

We ensure the safety of the users of our products.

We develop a proactive, transparent and efficient communication with our customers.

To make our actions part of a process of continuous improvement and sustainable development We implement continuous improvement and risk and opportunity management processes that contribute to improving the company's performance and thus contribute to its sustainability.

We provide rapid and relevant responses to each of our clients.

We implement and improve the appropriate tools and methodologies to make progress.

Ensuring the coherence of our organization with our objectives and the involvement of everyone

Through training and support, each person in their position develops their skills to guarantee the quality of their work and thus ensure the quality of our products and services.

The annual setting and implementation of objectives enables each person to be part of the process of improving the company's results.

We develop fair and profitable collaborative relationships with our partners.

Our management system complies *with the requirements of /*SO 9001,IATF16949 for our automotive activities, and BRC for our packaging activities.

Each and every one of us is professional, responsible for quality and strives for excellence.

Sandrine PELLETIER
Aplix Group CEO

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