

Management Commitment

Today, ARTS Energy's development depends on our ability to respond to new markets and **to satisfy all of our customer's needs, current and future**, in particular **by reducing our costs and practicing a voluntary trade policy**.

To achieve this common goal, we commit ourselves to be open to every customer, colleagues and employees remarks, making sure to use the following progression points:

- **SERVE** all our customers as closely as possible to their wishes, demands and needs, whether implicit or explicit, offering them the best technological, industrial, logistical and economic solutions.
- **PROVIDE** products or environmental support to our customers or any other concerned party as soon as possible.
- **GET INVOLVED AND ENSURE THE SAFETY** of all our staff through communication, accountability, autonomy and skills' development.
- **DESIGN AND MANUFACTURE** our products and our equipment ensuring a high level of quality and compliance with regulatory and contractual requirements.
- **WORK WITH OUR SUPPLIERS** to improve their performance and their ability to meet our quality, logistical, economic and environmental requirements.
- **LIMIT OUR ENVIRONMENTAL IMPACTS** (especially on heavy metals) working on the reduction of our pollutant emissions, on our waste sorting control, as well as on our energy consumption.
- **APPLY CONTINUOUS IMPROVEMENT IN ALL DOMAINS** by guaranteeing the availability of the information and the necessary resources to reduce our energy consumption and optimize our operations.

Being aware that the quality and the environment respect are built at every stage of our products manufacturing from their development to their use in the field, each Management Committee's Member is involved in enforcing this policy and sharing it with all of the employees. The objectives and targets of this policy will be fixed and reviewed periodically in the Management Committee.



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