

OUR POLICY



LISTENING TO SATISFY

OUR CUSTOMERS THROUGH
CONTINUOUS IMPROVEMENT
IN OUR SERVICE AND THE
PERFORMANCE OF OUR PRO-
DUCTS

- By maintaining close contact with our customers through our teams located in each region, and by identifying their needs in order to provide them with an appropriate solution.
- By developing innovative products and services that meet customer needs.
- By providing reliable services and providing traceability of products and packaging.



ANTICIPATE RISKS TO ENSURE

THE SAFETY OF OUR EM-
PLOYEES, PARTNERS AND
CUSTOMERS, AND AIM FOR
ZERO ACCIDENTS.

- By analysing potential risks in advance and acting on feed-back.
- By improving our safety culture while adapting our organisation and processes to changes in our environment, to ensure that our operations are controlled and safe.
- By supporting our customers and partners in the implementation of our products, particularly for the most high-risk products.
- By committing to study the replacement of substances of concern.



CONTROL TO REDUCE

THE ENVIRONMENTAL IMPACT
OF OUR PRODUCTS AND
OPERATIONS.

- By developing our products in such a way as to have a reduced impact on the environment while aiming for optimal energy efficiency.
- By promoting the circular economy and new technologies that enable the recovery of more waste.
- By reducing our carbon footprint.

We are committed to meeting applicable requirements and making available the necessary resources compatible with the company's circumstances, particularly in terms of human, financial and technological resources. We ask each and every one of our employees to conscientiously implement this policy in their day-to-day work.

Luc Dehon
President

Pascal Dehon
Vice-President and Chief Executive