

Onduline Quality Policy Statement

CUSTOMERS FIRST

This policy statement reflects the importance that, as a chief Executive, I attach to putting our Customers first.

The **Onduline** vision is founded on building the long lasting trust of our customers for the **quality** and **reliability** of our products and services.

The expectations of our markets for quality and **performance** are constantly evolving. We at **Onduline** will continuously focus all our energies on meeting and anticipating our customer requirements, in each of our strategic markets.

Our **Onduline** policy is:

- To continuously improve the value of our **products** and **services**. To do this, we cultivate a deep knowledge of our markets. We understand intimately the current and evolving needs of customers and end users.
- To reinforce our capability to bring to market new products and solutions, with **higher quality** and cost performance standards.
- To ensure, throughout the supply-chain, full mastery of the quality that we promise to customers, at formalized product specifications.
- To implement a simple, performing **customer friendly** and **reactive system** for recording and treating customer dissatisfactions.
- To maintain the **Onduline quality management system** with the **ISO 9001** international standard based on:
 - Clear policies and organisation, measurements, analysis, action plans and audits.
 - Open, fair and constructive communication.
 - Collaborative and customer driven team work.
 - Training and mutual learning.

We say what we do and we do what we say, with discipline and **effectiveness**.

We encourage the commitment of all Onduline colleagues to quality and **continuous improvement**.

We put our **customers first**.

Richard Séguin

Chief Executive Officer