

## QUALITY AND SAFETY POLICY

AVIGNON CERAMIC is committed to delivering high-quality products and services while ensuring a safe and secure working environment for all employees, partners, and customers. This policy outlines our commitments to Quality and Safety, supporting our vision of operational excellence and long-term stakeholder satisfaction.

### Quality Commitments :

- **Customer Satisfaction** : We prioritize our customers by identifying and meeting their needs and expectations with reliable and customized solutions.
- **Continuous Improvement** : We are dedicated to constantly enhancing our processes, products, and services through our progress plan, leveraging customer feedback, audits, and performance indicators.
- **Compliance with Standards** : We ensure compliance with all applicable regulatory, industrial, and contractual standards.
- **Training and Competencies** : We invest in training to develop our employees' skills and foster a culture of Quality across all levels of the organization.

### Safety Commitments :

- **Risk Prevention** : We identify, assess, and control risks associated with our activities to ensure a safe and healthy work environment.
- **Safety Culture** : We promote a proactive culture where every employee takes responsibility for their own safety and that of their colleagues.
- **Regulatory Compliance** : We maintain compliance with all health, safety, and environmental regulations relevant to our activities.

### Objectives of the Quality and Safety Policy :

- Deliver compliant products on time to our customers.
- Ensure the overall financial profitability of our activities.
- Support employee skill development.
- Foster a Safety culture that values individual and collective responsibility.
- Support our customers through our capacity to innovate.

### Responsibilities :

- **General Management** : Define strategic priorities, provide necessary resources, and ensure the effective implementation of the Quality Management System.
- **Managers** : Uphold Quality and Safety commitments and ensure their application in the field.
- **Employees** : Adhere to guidelines, report anomalies, and adopt responsible behavior.

### Monitoring and Assessment :

We are committed to regularly measuring Quality and Safety performance through clear indicators, internal audits, feedback, management reviews, and process performance reviews. Results will inform actions within the progress plan to ensure continuous improvement.

Our Quality Manager has full delegation to oversee the Quality Management System, with the independence and authority required to report on its operation and address any discrepancies in our Quality organization.

This Quality and Safety Policy is a cornerstone of our corporate strategy. It reflects our commitment to creating value for our customers while ensuring the safety and well-being of our employees. Together, let us achieve these goals to build a responsible and high-performing company.

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Carole BLAZIK – CEO